

Verizon New England Inc.

## 5. Exchange Service

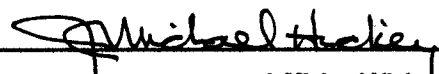
### 5.1 Basic Exchange Service

Rates and charges for services explained herein are contained in Part M, Section 1.5.

5.1.1	Description
A.	<b>General</b> —Main telephone exchange service consists of basic exchange services as specified in this section, and Extended Local service which is described in Section 6.
B.	<p>Service is provided on a monthly basis and is available as either residence or business. Exchange services when provided from suitably equipped central offices include touch tone calling capability.</p> <ol style="list-style-type: none"> <li>1. <b>Residence</b> service rates apply if the service is used or provided as follows.               <ol style="list-style-type: none"> <li>a. Service is provided at a residence location</li> <li>b. The use of service is primarily social or domestic</li> <li>c. Primary use is restricted to the residential customer and members of the household.</li> </ol> </li> <li>2. <b>Business</b> service rates apply if the service does not qualify as residence service.</li> </ol>
C.	<p>Basic service is provided on an unlimited and measured basis.</p> <ol style="list-style-type: none"> <li>1. <b>Unlimited</b> service provides for unlimited calling within the exchange and to the additional exchanges included in the extended local service area. Where a municipality is served by more than one exchange or locality and the extended local service area for the exchange does not include the entire municipality, municipal calling service provides intramunicipal calling without the application of toll charges.</li> <li>2. <b>Measured</b> service provides for calling on an initial period one message unit basis within the exchange and to the additional exchanges included in the extended local service area, and within municipalities.               <ol style="list-style-type: none"> <li>a. Measured residence service is provided only if the customer does not have business main telephone exchange service at the same premises. (C)</li> </ol> </li> <li>3. <b>Measured Service Four Element (4E)</b> provides for calling on a measured basis within the exchange and to the additional exchanges included in the extended local service area and within municipalities.               <ol style="list-style-type: none"> <li>a. When measured service-4E is offered, existing message unit based options for business customers, except for PASL and mobile telephone services, are eliminated.</li> </ol> </li> </ol>

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J. Michael Hickey  
President-NH

Verizon New England Inc.

## 5. Exchange Service

### 5.1 Basic Exchange Service

5.1.2 Restrictions	
<b>A. Unlimited Service</b>	
1. <b>Residence</b>	
a.	Unlimited two-party service is available to existing customers at present locations only in the same or lesser quantities, or to customers converted from residence four-party service during the six months following July 1, 1995 conversion date until December 31, 1995.
b.	Unlimited four-party service is no longer available.

5.1.3 Use of Service-Residence	
<b>A.</b>	Unlimited residence service and unlimited business or business measured service-4E may be furnished on the same premises provided that the lines are non-hunting and the residence service, when located in the business portion of the premises, is arranged to prevent outward calling and is not used for business purposes.
<b>B.</b>	The use of unlimited residence exchange service is restricted to the customer and members of the household.

5.1.4 Use of Service-Business	
<b>A.</b>	Unlimited business service and business measured service-4E service from the same exchange are not furnished on the same premises except for the following situations.
1.	A customer with Public Access Line (PAL) service may have unlimited business exchange service for his own use.
2.	A customer with measured service-4E Private Branch Exchange (PBX) service providing service to residential tenants in clubs, lodging houses, dormitories, nurses' homes, apartment houses and to patients of the customer in hospitals and to tenants or guests of hotels and motels may have unlimited business exchange service for his own use.
3.	A customer with measured ISDN digital subscriber line(s) equipped with an optional circuit switched data local usage package may have unlimited business exchange service on the same premises.
4.	A customer with the unlimited Flat Rate ISDN BRI market trial offer as specified in Part A, Section 14, Page 1, 14.1.3.
<b>B.</b>	Unlimited or measured service-4E business service and unlimited residence service may be furnished on the same premises provided that the lines are nonhunting and the residence service when located in the business portion of the premises is arranged to prevent outward calling and is not used for business purposes.

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**5. Exchange Service**  
**5.1 Basic Exchange Service**

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**5.1.4 Use of Service-Business**

- C. The use of unlimited business exchange or business measured service-4E service is restricted to the customer, his agents, and employees when engaged in his business; to residential tenants of the customer in clubs, lodging houses, hotels and motels (tenants or guests), marinas (transient guests or tenants), fraternity houses, dormitories, nurses' homes, apartment houses; to patients of hospitals; to patrons of the customer in connection with automatic dialing telephone units arranged for the origination of telephone calls only to pre-recorded telephone numbers and to joint users as arranged for.

**5.1.5 Billing**

- A. When a business customer has two or more measured service-4E exchange lines of the same class of service terminating at the same premises, one bill, including charges for services associated with such lines, may be rendered to the customer, provided that the lines are connected to the same central office and are in the same billing period.

**5.1.6 Localities and Exchanges of Connection**

- A. When an area which otherwise would constitute one exchange is divided by a state boundary, the additional exchange so formed is referred to as a locality. The exchange that serves the locality is called the exchange of connection.
- B. The location of the customer governs the administration of the appropriate tariff rates and regulations for exchange service, and for services furnished between these exchanges, the area is as if it were one exchange. For other purposes, these exchanges are administered as separate exchanges.
- C. Each exchange is considered to be in the local service area of its paired exchange. Exhibits 5.1.6-1 and 5.1.6-2 show localities with their exchange of connection in another jurisdiction and exchanges of connection serving localities in adjoining jurisdictions.

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**5. Exchange Service**  
**5.1 Basic Exchange Service**

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<b>5.1.6 Localities and Exchanges of Connection</b>	
<b>Exhibit 5.1.6-1 Localities and Their Exchanges of Connection</b>	
<b>Locality</b>	<b>Exchange of Connection</b>
Monroe	Barnet, VT
North Walpole	Bellows Falls, VT
Orford	Fairlee, VT
Piermont	Bradford, VT
Plainfield	Windsor, VT
South Hampton	Amesbury, MA
West Chesterfield	Brattleboro, VT
West Lebanon	White River Junction, VT

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**5. Exchange Service**  
**5.1 Basic Exchange Service**

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**5.1.6 Localities and Exchanges of Connection****Exhibit 5.1.6-2**  
**Exchanges of Connection and Their Locality**

Exchange of Connection	Locality
Claremont	Weathersfield, VT
Colebrook	Lemington, VT
Dover	Eliot, ME
Errol	Wilson's Mills, ME
Groveton	Maidstone, VT
Hanover	Norwich, VT
Lancaster	Guildhall, VT
Lyme	Thetford, VT
Milton	West Lebanon, ME
Milton Mills	Acton, ME
North Stratford	Bloomfield, VT
Portsmouth	Kittery, ME
Rochester	South Lebanon, ME
Somersworth	Berwick, ME
Walpole	Westminster, VT
West Stewartstown	Canaan, VT
Woodsville	Wells River, VT

## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.1	Systematic Reclassification
A.	For the purpose of determining exchange service monthly rates, exchanges are classified in rate groups according to the total number of main telephone exchange lines in a local service area. The local service area is the area within which customers make calls without the payment of toll charges and may include one or more exchanges.
1.	Where the local service area of the exchange includes other exchanges, the rate group classification of the principal exchange is based upon the number of main telephone exchange lines in the principal exchange, to which is added the number of main telephone exchange lines in each of the other exchanges.
B.	Rate group classification and limits are contained in Exhibit 5.2.1-1. Exchanges and localities and their associated rate groups are contained in Exhibit 5.2.1-2. Portions of an exchange or locality may be placed in a rate group different from the remainder of its exchange or locality due to the availability of Municipal Calling. An exchange is reclassified to the applicable higher rate group and takes the rates and services of that rate group under the following circumstances.
1.	When the total main telephone exchange lines in the local service area exceed the upper limits of the rate group for two consecutive annual study periods.
2.	Coincident with the introduction of extended local service if, based upon the most recent annual study period at the time of the customer poll, the total main telephone exchange lines in the new local service area exceed the upper limit of the rate group. In instances when no customer poll is required since the total main telephone exchange lines in the new local service area do not exceed the upper limit of the rate group, based upon the most recent annual study period at the time of the Telephone Company decision to provided extended local service, the exchange will be reclassified in accordance with Section 5.2.1B1. The local service area of an exchange may be enlarged by combining it with one or more additional contiguous or noncontiguous exchanges.
3.	Where Municipal Calling is provided, reclassification is in accordance with Section 5.2.1B1. Commencing with the June 1980 study, main telephone exchange lines included in the local service area of a customer as a result of Municipal Calling, are also included in the annual exchange classification study. If Municipal Calling extends the local service area of only a portion of the exchange or locality, it is possible that that portion of the exchange or locality will be reclassified to a rate group which differs from the rate group for the remainder of the exchange or locality.
C.	An exchange is reclassified to the applicable lower rate group and takes the rates and services of that rate group when the total main telephone exchange lines in the local service area is less than the lower limit of the rate group for two consecutive annual study periods.
D.	When an exchange meets the conditions set forth in Section 5.2.1B or Section 5.2.1C, the Telephone Company arranges for its reclassification by filing revised tariff pages with the PUC.

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**5. Exchange Service**  
**5.2 Application of Rates and Charges**

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<b>5.2.1 Systematic Reclassification</b>	
<b>E.</b>	Exchanges reclassified in accordance with Section 5.2.1B1 and Section 5.2.1C have the rates and services of the applicable rate group applied to the first full billing period subsequent to the effective date of the change in rate group.
<b>F.</b>	Total main telephone exchange lines in the local service area of each exchange shall be verified annually using the Telephone Company's official report of main exchange lines in service on June 30 of each year. This date is considered the annual study period.
<b>G.</b>	Exchange classifications and rates in effect June 29, 1963, remain in effect until reclassified in accordance with the regulations contained herein, the first study period for purpose of these regulations was June 30, 1963.

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**5. Exchange Service**  
**5.2 Application of Rates and Charges**

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**5.2.1 Systematic Reclassification****Exhibit 5.2.1-1**  
**Rate Group Classifications and Limits**

Exchange Rate Group	Total Main Telephone Exchange Lines in Local Service Area
Group A	0 - 5,000
Group B	5,001 - 13,000
Group C	13,001 - 31,000
Group D	31,001 - 75,000
Group E	75,001 - 185,000



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### 5.2 Application of Rates and Charges

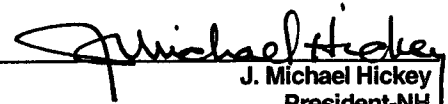
5.2.1 Systematic Reclassification	
Exhibit 5.2.1-2 Exchanges and Localities	
Exchanges or Locality	Rate Group
Alstead	D
Ashland	C
Barrington	D
Bartlett	C
Bedford	E
Belmont	D
Berlin	B
Bethlehem	C
Bristol	D
Campton	C
Canaan	C
Candia	E
Canterbury	D
Center Harbor	D
Center Ossipee	C
Center Sandwich	D
Charlestown	C
Claremont	C
Colebrook	B
Concord	D
Conway	D
Danbury	C
Deerfield	E

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Verizon New England Inc.

5. Exchange Service  
5.2 Application of Rates and Charges

5.2.1 Systematic Reclassification	
Exhibit 5.2.1-2 Exchanges and Localities	
Exchanges or Locality	Rate Group
Derry	E
Dover	E
Dublin	D
Durham	D
Enfield	D
Epping	D
Epsom	D
Errol	A
Exeter	E
Farmington	C
Fitzwilliam	D
Franconia	C
Franklin	D
Goffstown	E
Gorham	C
Greenfield	C
Greenville	D
Groveton	B
Hampstead	E
Hampton	D
Hancock	C
Hanover	D
Harrisville	D

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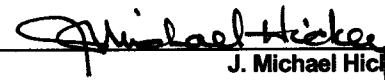
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Verizon New England Inc.

## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.1 Systematic Reclassification	
Exhibit 5.2.1-2 Exchanges and Localities	
Exchanges or Locality	Rate Group
Hindsdale	C
Jackson	C
Jaffrey	C
Jefferson	B
Keene	D
Kingston	E
Laconia	D
Lancaster	B
Lebanon	D
Lisbon	B
Littleton	C
Lyme	C
Madison	C
Manchester	E
Marlborough	C
Marlow	D
Meredith	D
Merrimack	E
Milan	B
Milford	E
Milton	C
Milton Mills	C
Monroe Locality	C

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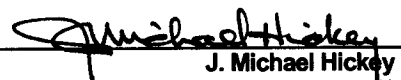
### 5.2 Application of Rates and Charges

5.2.1 Systematic Reclassification	
Exhibit 5.2.1-2 Exchanges and Localities	
Exchanges or Locality	Rate Group
Nashua	E
New Boston	E
Newmarket	E
Newport	D
North Conway	C
North Strafford	B
North Walpole Locality	B
North Woodstock	C
Northwood	D
Orford Locality	B
Pelham	E
Penacook	D
Peterborough	C
Piermont Locality	B
Pike	B
Pittsburg	A
Pittsfield	D
Plainfield Locality	D
Plaistow	E
Plymouth	C
Portsmouth	E
Raymond	D
Rindge	C

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## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.1 Systematic Reclassification	
Exhibit 5.2.1-2 Exchanges and Localities	
Exchanges or Locality	Rate Group
Rochester	D
Rumney	C
Rye Beach	D
Salem	E
Sanbornville	C
Seabrook	D
Somersworth	D
South Hampton Locality	D
Spofford	D
Sullivan	C
Sunapee	C
Suncook	E
Tamworth	C
Tilton	D
Troy	D
Twin Mountain	C
Walpole	C
Warren	C
West Chesterfield Locality	D
West Lebanon Locality	D
Westmoreland	D
West Stewartstown	A
Whitefield	C


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**5. Exchange Service**  
**5.2 Application of Rates and Charges**

<b>5.2.1 Systematic Reclassification</b>	
<b>Exhibit 5.2.1-2 Exchanges and Localities</b>	
<b>Exchanges or Locality</b>	<b>Rate Group</b>
Winchester	D
Wolfeboro	D
Woodsville	C

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## 5. Exchange Service

### 5.2 Application of Rates and Charges

#### 5.2.2 Local Messages

##### A. Local Measured Service

1. For the timing of messages, the initial period is five minutes for one or two unit messages. The overtime period is five minutes for one unit messages and three minutes for two unit messages. For each of the overtime periods, one message unit applies.

- ##### B.
- Local calls within an exchange, between exchanges, and between exchanges and localities in the local service area may be handled on a station-to-station or person-to-person basis as collect, charge to a third telephone number, or charge to a Calling Card number, in accordance with the following regulations. The transfer of charges to a third telephone which is a PASL payphone telephone is not allowed.

1. For a call within the same exchange or locality, the local message charge is the same as that for an intrastate operator handled station-to-station or person-to-person noncoin toll call in the lowest mileage band.
2. For a call between exchanges or between exchanges and localities, the local message charge is the same as that for an intrastate operator handled station-to-station or person-to-person noncoin toll call of the same distance.

#### 5.2.3 Trunk Lines

- ##### A.
- Trunks for business are furnished on a measured service-4E or an unlimited service basis and for residence on a measured, measured service-4E, or unlimited basis in accordance with the service offerings for main telephone exchange service in each exchange.

##### 1. Residence

- a. One-party unlimited service is furnished at the monthly rate applicable in the exchange.
- b. One-party line measured service is furnished at the rate applicable in the exchange. Additional message units are the same as for one-party line measured service.
- c. One-party line measured service-4E is furnished at the rate applicable in the exchange. Additional local usage charges are the same as with one-party measured service-4E.

- ##### 2. Business—
- The PBX trunk line rate element is comprised of all of the following components.

- a. **Network Access**—Each PBX trunk line customer must pay a certain amount attributable to network access. The amount is calculated on a per line basis.
- b. **Conduit**—Each PBX trunk line customer must pay a certain amount per line attributable to conduit.
- c. **Usage**

## 5. Exchange Service

### 5.2 Application of Rates and Charges

#### 5.2.4 Service and Equipment Charges

- A. Basic exchange service is subject to S&E charges on a business or residence basis, which are in addition to the rates and charges for associated services or equipment. The charges apply for the following activities.
1. Installation of a network access line.
    - a. The residence S&E charge is reduced by one-half, (not to exceed \$30.00) for customers certified as eligible to participate in the Link Up New Hampshire program.
  2. Change in the grade or class of service.
    - a. The residence S&E charge to change the grade or class of service does not apply to residence customers who have been converted from unlimited four-party service for one occasion during the six months following the conversion date of July 1, 1995 until December 31, 1995.
  3. Change from residence to business or vice versa.
  4. Change a telephone number.
  5. Rearrangement of combined billing.
  6. Transfer of service.
  7. Install seven-digit intraLATA toll blocking.
    - a. The residence S&E charge to install seven-digit intraLATA toll blocking does not apply when this blocking option is installed or removed within 60 days of the installation of a network access line.

#### 5.2.5 Municipal Calling Service

- A. Municipal Calling is an arrangement provided on a non-optional basis to municipalities served by more than one exchange or locality where toll charges would normally apply to calls between the exchanges or localities serving the same municipality. Dial station-to-station service, as defined in Section 9, within a municipality is not chargeable as toll except for calls made to or from foreign exchange lines unless dial tone for the foreign exchange line is provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located.
1. For the Peterborough municipality served by Greenfield, Municipal Calling is provided only to customers in service prior to July 22, 1987.
- B. Municipalities, serving exchanges and/or localities where Municipal Calling applies for Telephone Company exchanges and localities are shown in Exhibit 5.2.5-1.
- C. **Intramunicipal Calls** placed from PASL payphones to an exchange outside the local service area will be timed and rated the appropriate PASL payphone user local charge if the called number was customer dialed and the call was charged to a Telephone Company calling card number.



Verizon New England Inc.

## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.5 Municipal Calling Service		
Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities		
Municipality	Serving Exchanges and/or Localities or Portions Thereof	Rate Group
Acworth	Charlestown	C
	Newport	D
Alton	Barnstead (IC)	
	Gilmanton Iron Works (IC)	
	Laconia	D
	New Durham (IC)	
	Wolfeboro	D
Amherst	Bedford	E
	Nashua	E
Antrim	Antrim (IC)	
	Hancock	C
	Hillsboro (IC)	
	Hillsboro Upper Village (IC)	
Barnstead	Barnstead (IC)	
	Gilmanton Iron Works (IC)	
	Northwood	D
Barrington	Dover	E
	Durham	D
	Northwood	D
	Rochester	D

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## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.5 Municipal Calling Service		
Exhibit 5.2.5-1 Municipal Calling Service--Municipalities and Serving Exchanges and Localities		
Municipality	Serving Exchanges and/or Localities or Portions Thereof	Rate Group
Bennington	Antrim (IC)	
	Greenfield	C
	Hancock	B
Canterbury	Belmont	D
	Franklin	D
Carroll	Bretton Woods (IC)	
	Jefferson	B
Charlestown	Charlestown	B
	Claremont	C
	North Walpole Locality	B
Chester	Derry	E
	Raymond	D
Deering	Antrim (IC)	
	Greenfield	C
	Henniker (IC)	
	Hillsboro (IC)	
	Weare (IC)	
Dublin	Marlborough	C
	Peterborough	C
Ellsworth	North Woodstock	C
	Rumney	C

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**5. Exchange Service**  
**5.2 Application of Rates and Charges**

<b>5.2.5 Municipal Calling Service</b>		
<b>Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities</b>		
<b>Municipality</b>	<b>Serving Exchanges and/or Localities or Portions Thereof</b>	<b>Rate Group</b>
Epping	Newmarket	E
	Raymond	D
Epsom	Chichester (IC)	
	Northwood	D
Farmington	Barnstead (IC)	
	Farmington	C
Francestown	Antrim (IC)	
	Greenfield	C
Freemont	Chester (IC)	
	Epping	D
Gilmanton	Alton (IC)	
	Belmont	D
	Laconia	D
	Pittsfield	D
Goffstown	Bedford	E
	Dunbarton (IC)	
	Manchester	E
Grafton	Danbury	C
	Enfield	D

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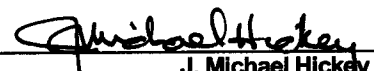
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## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.5 Municipal Calling Service		
Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities		
Municipality	Serving Exchanges and/or Localities or Portions Thereof	Rate Group
Greenfield	Antrim (IC)	
	Greenfield	C
	New Boston	E
	Peterborough	C
Hancock	Antrim (IC)	
	Hancock	B
Hanover	Canaan	C
	Hanover	D (C)
	Lebanon	D
	Lyme	C
Harrisville	Dublin	D (C)
	Hancock	C (C)
	Harrisville	C
	Marlborough	C
	Peterborough	C
Hinsdale	West Chesterfield Locality	D
	Winchester	D (C)
Hopkinton	Concord	D
	Contoocook (IC)	
	Weare (IC)	
Jefferson	Gorham	C (C)
	Whitefield	C (C)

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5.2.5 Municipal Calling Service		
Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities		
Municipality	Serving Exchanges and/or Localities or Portions Thereof	Rate Group
Kingston	Exeter	E
	Plaistow	E
Lee	Epping	D
Lemster	Marlow	D
	Newport	D
Livermore	Conway	C
	North Woodstock	C
Londonderry	Manchester	E
	Nashua	E
Loudon	Belmont	D
	Chichester (IC)	
	Concord	D
Marlow	Marlow	D
Meredith	Bristol	D
	Center Harbor	D
	Tilton	D
Merrimack	Bedford	E
	Manchester	E
	Milford	E
	Nashua	E
Mont Vernon	Bedford	E
	Wilton (IC)	

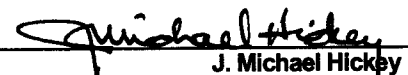
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5.2.5 Municipal Calling Service		
Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities		
Municipality	Serving Exchanges and/or Localities or Portions Thereof	Rate Group
Moultonborough	Center Harbor	D
	Center Ossipee	C
	Center Sandwich	D
	Melvin Village (IC)	
Nelson	Harrisville	D
	Marlow	D
New Boston	Bedford	E
	Weare (IC)	
Newbury	Bradford (IC)	
	Sunapee	C
	Sutton (IC)	
New Durham	Alton (IC)	
	Barnstead (IC)	
	Wolfeboro	D
New Ipswich	Greenville	C
Northfield	Belmont	D
	Franklin	D
Nottingham	Deerfield	E
	Durham	D
	Newmarket	E
	Northwood	D
	Raymond	D

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J. Michael Hickey  
President-NH

To be implemented on a full bill period basis beginning with the November 15, 2002 bill period.

Verizon New England Inc.

## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.5 Municipal Calling Service		
Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities		
Municipality	Serving Exchanges and/or Localities or Portions Thereof	Rate Group
Peterborough	Greenfield	C
Plainfield	Lebanon	D
	Plainfield Locality	D
	West Lebanon	D
Salisbury	Franklin	D
	Salisbury (IC)	
	Warner (IC)	
Springfield	New London (IC)	
	Newport	D
Stoddard	Sullivan	C
	Washington (IC)	
Strafford	Barnstead (IC)	
	Barrington	D
	Northwood	D
	Rochester	D
Sutton	Bradford (IC)	
	New London (IC)	
	Sunapee	C
	Sutton (IC)	
	Warner (IC)	
Tamworth	Center Sandwich	D
	Madison	C

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**5. Exchange Service**  
**5.2 Application of Rates and Charges**

<b>5.2.5 Municipal Calling Service</b>		
<b>Exhibit 5.2.5-1 Municipal Calling Service—Municipalities and Serving Exchanges and Localities</b>		
<b>Municipality</b>	<b>Serving Exchanges and/or Localities or Portions Thereof</b>	<b>Rate Group</b>
Tuftonboro	Center Harbor	D
	Center Ossipee	C
	Melvin Village (IC)	
Wakefield	Center Ossipee	C
	Milton Mills	C
Waterville Valley	Campton	C
	Tamworth	C
Wilmot	Andover (IC)	
	Danbury	C
	New London (IC)	
	Sutton (IC)	
Winchester	Hinsdale	C
	Keene	D



## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.6 Measured Service-4E	
A.	Measured service-4E, is offered on a one-party residence or business line or trunk basis in all exchanges and localities. <ol style="list-style-type: none"> <li>1. Low use and standard use options are available to residence customers.</li> <li>2. Standard measured service-4E is the only measured offering available to business customers.</li> </ol>
B.	Measured service-4E exchange access is available for analog, digital and superceded Centrex.
C.	<b>Local Usage Allowance</b> —Measured service-4E provides for a monthly local usage allowance, expressed as a dollar amount. Credit will not be given for any unused local usage allowance, nor can any unused allowance be applied to a past or future bill. <ol style="list-style-type: none"> <li>1. There is no usage allowance with measured service-4E Centrex service. All local usage is billed in accordance with local usage charges.</li> <li>2. The total usage allowance is equivalent to the sum of the usage allowances for all lines included in the one bill. Usage in excess of the total allowance is charged for in accordance with the appropriate local usage charges.</li> </ol>
D.	<b>Local Usage Detail</b> —A detail of local usage, providing information for each local call such as date of call, connect and elapsed times, called number, place called, call area and discount indicator is available as an optional service (rating of individual calls not included). Local calls made prior to the date on which a request for the detail of local usage has been completely processed, cannot be detailed.
E.	<b>Local Usage Timing and Rating</b> —The local usage charge schedule is structured for messages within Call Area A and for messages within Call Area B. The charge for each message, whether to Call Area A or Call Area B, consists of a call establishment charge and a charge per minute or fraction of a minute of connection. A 50% discount applies to local usage charges for calls made from 9PM to but not including 9AM weekdays and all day on Saturday, Sundays and on Thanksgiving (the fourth Thursday in November), Christmas (December 25), New Year's Day (January 1), Independence Day (July 4) and on Labor Day. <ol style="list-style-type: none"> <li>1. <b>Call Area A</b> comprises the serving exchange and contiguous exchanges within the extended local service area and municipal calling service areas.</li> <li>2. <b>Call Area B</b> comprises noncontiguous exchanges within the extended local service area.</li> </ol>
F.	Local usage charges do not apply to calls to the Telephone Company business office, repair service, directory assistance, 911 or to the operator ("0"). Operator handled local calls are billed in accordance with Section 5.2.2B, except that operator completed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap, and for customers unable to reach a number by dialing, or for customers who have had an established call interrupted, are charged as measured service-4E local usage.

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**5. Exchange Service**  
**5.2 Application of Rates and Charges**

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**5.2.6 Measured Service-4E****G. Service Charges**

1. For a four month period from the date a residence customer selects a measured service-4E option, the customer may revert to their previous class and grade of service, change to another measured service option, or request the optional detail of local usage without S&E charges.
2. For a four month period from the date the central office is converted to measured service-4E, S&E charges do not apply to change a business line from measured service to unlimited business service.
3. Party line telephone modification is required when party line exchange service is converted to one-party measured service-4E. A charge will apply when the Telephone Company modifies such telephones, however for a four month period from the date residence customers select one-party measured service-4E, they may revert to their previous party line exchange service without application of a telephone modification charge.
4. When measured service-4E is introduced in a central office, message unit based business service is discontinued in that central office. Existing measured services are either converted to measured service-4E automatically, or to unlimited service upon customer request. S&E charges do not apply.

**5.2.7 Announcement Lines**

- A. Announcement lines are furnished for the transmission of pre-recorded messages. For purposes of identification, customers with telephone service who transmit recorded public announcements over facilities provided by the Telephone Company must include in the recorded message the name of the organization or individual responsible for the service and the address where the service is provided. Customers transmitting factual public announcements such as time, weather, stock market quotations, airline schedules, and similar information are excluded from this condition.
1. Failure to comply with this provision is cause for termination of service.

**5.2.8 Originating-Only Service Lines**

- A. Originating-only lines are furnished, where suitable facilities exist, for the purpose of transmitting outgoing calls, such as those placed by a customer's automatic dialer alarm system. Incoming calls are not completed.
- B. The local message charge for calls placed over originating-only lines is billed at the local usage charges for business measured service-4E. All other calls are billed at the appropriate Message Telecommunications Service (MTS) rate.
1. There is no usage allowance provided with this service.

## 5. Exchange Service

### 5.2 Application of Rates and Charges

#### 5.2.8 Originating-Only Service Lines

- C. The S&E charge to install an originating-only line is the same as that for a business network access line. A monthly rate also applies.

#### 5.2.9 Low Use Measured Residence Service

- A. This service which is furnished in all exchanges and localities is provided on a one-party basis and only if the customer does not have unlimited residence or business main telephone exchange service at the premises.
- B. This service is provided on an initial period one message unit basis within the exchange and to additional exchanges included in the extended local service area, and within municipalities listed in Exhibit 5.2.5-1 and 5.2.5-2.
- C. Party line telephone modification is required when party line exchange service is converted to one-party low usage measured residence.
1. A charge will apply when the Telephone Company modifies such telephones, however, for a four month period from the date a customer selects one-party low use measured residence, the customer may revert to their previous party line exchange without application of a telephone modification charge.
- D. For a four month period from the date a customer selects low use measured residence, the customer may revert to the previous class or grade of service, or change to another measured service option without the application of S&E charges.
- E. The monthly rate provides an initial 30 message unit allowance. Charges apply per each additional message unit. For overtime period message units and timing of message units, refer to Section 5.2.2A1.
- F. S&E and premises work charges apply as appropriate.

#### 5.2.10 Independent Telephone Companies

- A. Exhibit 5.2.10-1 identifies Independent Telephone Companies and their associated operating area in the State of New Hampshire.
1. The Telephone Company is a provider of MTS, Dedicated Toll Free Service (DTFS) and interexchange service to the Independent Telephone Companies. Rates and regulations specified elsewhere in this tariff will apply as appropriate when associated with the provisioning of such services.

## 5. Exchange Service

### 5.2 Application of Rates and Charges

5.2.10 Independent Telephone Companies	
Exhibit 5.2.10-1 Independent Telephone Companies and Their Associated Operating Area	
Independent Telephone Companies	Operator Territory/Exchanges
Bretton Woods	Bretton Woods
Chichester	Chichester
Contoocook	Antrim, Henniker, Hillsboro, Melvin Village
Dixville	Dixville Notch
Dunbarton	Dunbarton
Granite State	Chester, Hillsboro Upper Village, Washington, Weare
Hollis	Hollis
Kearsarge	Andover, Boscawen, New London, Salisbury
Meriden	Meriden
Merrimack	Bradford, Contoocook, Sutton, Warner
Northland	Chatham Locality, East Conway Locality
Union	Alton, Barnstead, Center Barnstead, Gilmanton Iron Works, New Durham
Wilton	Wilton

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**5. Exchange Service**  
**5.3 Exchange Maps**

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The New England Telephone and Telegraph Company files with the PUC a set of maps showing base rate areas, exchange boundaries and central office locations of all exchanges in New Hampshire. Similar maps for local exchanges are maintained in the business offices of the Telephone Company.

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## 5. Exchange Service

### 5.4 Other Adjunct Services

5.4.1 Combination of Main Telephone Exchange Services	
A.	Two or more main telephone exchange services, when located within the same central office area, may be combined on the same line in such a way that the ringing signal for each of the main telephones can be recognized and answered at any of the telephones on the line.
1.	Unlimited and measured services cannot be combined.
2.	Business and residence services can be combined.
B.	This service is provided only when warranted by special circumstances and if suitable facilities are available. A special construction charge applies for such equipment as may be required at any time.
C.	One-party line rates and monthly rate apply for each main telephone on a combined line.
D.	An S&E charge applies to establish or interrupt combination of main telephone service on in-service lines.
1.	The S&E charge does not apply when combination of main telephone service is installed with the associated line.

5.4.2 Foreign Exchange Service	
A.	Foreign exchange service is service furnished from an exchange other than that normally serving the area in which the customer is located. Foreign exchange service may be extended to include a third exchange.
B.	Foreign exchange service is furnished either on a measured or unlimited basis in accordance with services offered in the exchange of connection, subject to the general regulations governing the furnishing of unlimited and measured service on the same premises.
C.	Municipal Calling is not furnished with foreign exchange service unless dial tone is provided from a central office serving some portion of the municipality in which the foreign exchange service line service address is located.
D.	Foreign exchange service is furnished on a one-party or trunk line basis only.
E.	Foreign exchange service furnished in connection with Centrex systems is subject to the regulations specified in Part H.
F.	The monthly rate for foreign exchange service is the rate in effect in the foreign exchange for the class of service furnished.
G.	Foreign exchange mileage charges and local channel charges to serve a customer's location in a third exchange are as specified in Part B for Private Line Type 2006 channels.

## 5. Exchange Service

### 5.4 Other Adjunct Services

5.4.3 Foreign Central Office Service	
A.	Foreign central office service is exchange service that allows a customer in a multi-central office exchange to be served by a central office other than that normally serving the customer's area within the exchange.
B.	Foreign central office service is furnished on either a measured or unlimited basis in accordance with service offered in the exchange.
C.	Foreign central office service is furnished on a one-party line or trunk line basis only.
D.	The monthly rate is the rate in effect in the exchange for the class of service furnished.
E.	Foreign central office service mileage charges are as specified for Private Line Type 2006A channels.

5.4.4 Joint User Service	
A.	Joint user service is available only with one-party exchange service, business PBX service and Centrex service.
1.	Joint user measured service is only available with foreign exchange service.
B.	Joint user service is a shared service arrangement that permits a business customer's exchange service and equipment to be used, when designated by the customer, by individuals, firms or corporations not associated with the customer in business.
C.	Joint user service is not furnished to transient tenants of a customer primarily engaged in the business of renting office space.
D.	Joint user service entitles the joint user to one directory listing in the alphabetical section of the directory.
E.	If a joint user is not located in the same room or suite of rooms as the customer, a telephone of the customer's service must be located on the joint user's premises. Joint user service in connection with foreign exchange or foreign central office services or with extension line service permanently bridged to main exchange lines is furnished only when the joint user is located in the same room or suite of rooms as the customer's listed location.
F.	Applications for joint user service, and for additional service and equipment in connection therewith, must be executed by the customer who is responsible for payment of all charges incurred.
G.	The total charges for telephone service allocated by the customer among the customer and the joint users cannot exceed the charges of the Telephone Company to the customer as set forth in this tariff.
H.	Joint users of a customer's service must have the option of obtaining service, in addition to or in lieu of joint user service, directly from the Telephone Company.
I.	The rate for joint user service in connection with unlimited service is equivalent to a percentage of the rate for one-party line or for one PBX trunk line.

## 5. Exchange Service

### 5.4 Other Adjunct Services

5.4.4 Joint User Service	
J.	Monthly rates and S&E charges apply in addition to rates and charges for associated service and equipment.

5.4.5 Dormitory Communication Service (DCS)	
A.	DCS is available as an independent system to public or private educational institutions for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters owned, leased, or under control of the educational institution.
1.	DCS is furnished to an educational institution upon the condition that provision and use of the service is not subject to any charge by the educational institution in excess of the applicable charges specified in this tariff.
2.	All DCS lines furnished to an educational institution must be located in a room, apartment, or suite occupied by one or more persons as residential quarters and any additional telephones on the line are limited to such quarters.
B.	DCS is offered subject to the availability of facilities and where services may be provided by use of equipment and facilities in quantities and types regularly furnished by the Telephone Company.
C.	DCS is furnished from central office equipment located on Telephone Company premises and associated facilities arranged to provide the equivalent of one-party unlimited residence main telephone exchange service. The local calling area for DCS is the same as the specified for residence main telephone service.
D.	<b>Billing Options</b> —The educational institution is responsible for the ordering of services and is billed for all charges except under the following situation.
1.	The occupant of the room, apartment, or suite is billed for toll messages, telegrams, cablegrams, radiograms, restoral of service charges and directory assistance service charges.
E.	The person-or-persons to whom the bill is rendered is liable for payment of all charges in compliance with the General Regulations contained in Section 1.
F.	The educational institution must render assistance to the Telephone Company in the collection of charges billed to the occupant of the room, apartment, or suite.
G.	<b>Monthly Rates</b> —A monthly rate applies.
H.	<b>Temporary Suspension of Service</b> —DCS lines may be temporarily suspended, subject to the terms and conditions specified in Section 3.
I.	<b>Directory Listings</b> in the alphabetical section of the Telephone Company directory are furnished at rates and charges for additional directory listings for residence service.
J.	Rates and charges apply for services and equipment as specified elsewhere.



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**5. Exchange Service**  
**5.4 Other Adjunct Services**

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**5.4.5 Dormitory Communication Service (DCS)**

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|-----------|--|
| <b>K.</b> | <b>Tie Lines</b> —Where the DCS central office equipment has Centrex service capabilities, tie lines may be furnished, between the switching system of the educational institution and the DCS central office equipment. If tie lines are provided, the educational institution's stations are not permitted access to exchange and toll connections via the DCS central office equipment. At the option of the educational institution, DCS lines may be permitted access to exchange and toll connections via the educational institution's switching system. Tie line terminals are provided as specified in Part H, for dial-type tie line terminations as required for Centrex service. |
| <b>1.</b> | Tie lines are provided at rates and charges for Private Line Type 2001B channels, specified in Part B for the local and interexchange facilities, as required, to provide each tie line between DCS and the educational institution's switching system.  |

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**5. Exchange Service**  
**5.5 Nynex Call Connect Service**

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<b>5.5.1 Description</b>	
A.	This service which is offered where suitable facilities exist, provides customers who have received a requested intraLATA telephone number from directory assistance, the option of having an intraLATA call dialed and completed to that requested telephone number.
1.	For customers requesting more than one directory assistance number, this service option is available only to the last telephone number requested.
B.	This service is available with all telephone numbers in the Telephone Company's directory assistance service data base, except for the following types of numbers.
1.	700, 800 and 900
2.	InterLATA
3.	Nonpublished
C.	This service is available to residence and business customers on a direct billed, collect, billed to third number or calling card basis. When accessed from a telephone line equipped with Curb-A-Charge, this service is only available on a collect, billed to third number or calling card basis.
D.	Customers may request that their line(s) be restricted to deny this service.

<b>5.5.2 Application of Rates and Charges</b>	
A.	The charge for this service is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, MTS rates, and calling card, collect and bill to third number incremental charges.
B.	The charge for this service applies for each call dialed and completed for the customer except when the calling party is identified as handicapped and unable to dial the call because of the handicap.
C.	When customers request that their line(s) be restricted to deny this service, no recurring or NRCs will apply.

## 5. Exchange Service

### 5.6 Directory Listing Service

5.6.1	Description
A.	Listing services are applicable only to listings in the alphabetical directories.
B.	Directory listings are intended solely as an aid to the use of the telephone system and are therefore limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the customer does business.
C.	A listing is limited to one line in the directory, except where in the judgement of the Telephone Company more than one line is required to identify the customer properly. In such cases, the additional lines required are provided at no extra charge.
D.	Listing services are available with all classes of main telephone exchange service and with interexchange services provided by other carriers.
E.	Dual name listings are available for residence service customers as an initial or an additional listing.
F.	Directory listings must conform to the Telephone Company's specifications with respect to its directories.
G.	S&E charges and monthly rates apply.
H.	A one time charge (as specified in Section 3) applies when a customer requests an additional listing subsequent to the initial installation of a network access line or requests to change a listing.

5.6.2	Liability of the Telephone Company
A.	The Telephone Company's liability arising from errors or omissions in initial directory listings in alphabetical directories (other than charged listings) is limited to an amount of the actual impairment to the customer's service and in no event shall exceed one-half the amount of the exchange service charges during the period covered by the directory in which the error or omission occurs for main telephone exchange lines, PBX trunks, and Centrex station lines.
1.	On charged alphabetical directory listings, the liability of the Telephone Company is limited to an amount not exceeding the amount of charges paid for the charged listing or listings involved, during the period covered by the directory in which the error or omission occurs.

5.6.3	Initial Listings
A.	One listing, termed the initial listing is included with each customer's service, with the initial line of a line hunting group, with each joint user service, and with each distinctive ring number.

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**5. Exchange Service**  
**5.6 Directory Listing Service**

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**5.6.3 Initial Listings**

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|----|---|
| B. | Dual name listings are alphabetical by the surname and the first given name or initials, and contain the following. <ol style="list-style-type: none"><li>1. The first name, or first name and middle initial, or first initial and middle name, or initials only, of two individuals who have the same surname and reside at the same address.</li><li>2. The first name, or first name and middle initial, or first initial and middle name, or initials only, and the married name of a woman.</li><li>3. Two names for one person, who may be referred to by either, with the same surname.</li></ol> |
| C. | Initial listings for interexchange services or other carriers are provided at rates and charges applicable to additional listings.  |

**5.6.4 Additional Listings**

- |    |  |
|----|--|
| A. | Additional listings are confined to the names of those who are entitled to use the customer's service.   |
| B. | Additional listing are included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only.   |
| C. | Additional dual name listings, provided with an initial listing, list the second name (or initials) first and the listing is alphabetized accordingly in the directory; charging for this listing always commences with the delivery date of the issue of the directory in which the listing first appears.  |
| D. | The monthly rate for an additional listing, or an additional dual name listing provided for a name that is not part of the initial listing, commences the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the customer.   |
| E. | If an additional listing is ordered discontinued after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the monthly rate continues only to the date of cancellation by the customer, with a minimum service period of one month. |

**5.6.5 Nonpublished Service**

- |    |  |
|----|--|
| A. | Telephone numbers of nonpublished service are not listed in the Telephone Company's directories or on directory assistance records. Listing information (name, address and number) on nonpublished service is not available to the general public, notwithstanding any claim of emergency the calling party may present. |
|----|--|

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**5. Exchange Service**  
**5.6 Directory Listing Service**

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**5.6.5 Nonpublished Service**

- |    |   |
|----|---|
| B. | Liability for damages arising from publishing the telephone number of nonpublished service in the directory or by the disclosing of said number to any person cannot be attached to the Telephone Company.            |
| 1. | If such a number is published in the directory, the Telephone Company's liability is limited to an amount not to exceed the amount of charges made for such nonpublished service.                                     |
| C. | The customer indemnifies and saves the Telephone Company harmless against any claims for damages caused by the publication of the number of a nonpublished service or by the disclosure of said number to any person. |

**5.6.6 Nondirectory Listed Service**

- |    |  |
|----|--|
| A. | Telephone numbers of nondirectory listed service are omitted or deleted from the Telephone Company's alphabetical directory, however, they are carried in the Telephone Company's directory assistance and other records and are given to any calling party. |
|----|--|

**5.6.7 Nonlisted Service**

- |    |  |
|----|--|
| A. | Telephone numbers of nonlisted service are not listed in the Telephone Company's directories or on the directory assistance records. Nonlisted service is available if the customer has other exchange service which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address, or number information for nonlisted service. |
|----|--|

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**5. Exchange Service**  
**5.7 Directory Assistance Service**

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<b>5.7.1 Description</b>	
A.	The Telephone Company furnishes directory assistance service to aid customers in determining telephone numbers.
B.	Rates apply to calls originated in New Hampshire that are placed to appropriate telephone numbers associated with the provision of directory assistance service for New Hampshire. Certain calls as described in Section 5.7.3 are exempt from the applicable rates.
C.	No more than two telephone numbers may be requested per call to directory assistance service.
D.	A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.

<b>5.7.2 Call Allowance</b>	
A.	In order to make allowance for a reasonable need for directory assistance, including numbers not in the directory, directory inaccessibility and other similar conditions, an allowance consisting of a number of directly dialed directory assistance calls is provided for each business or residence exchange line, PBX trunk line, Student Centrex station line and DCS line, per billing period. <ol style="list-style-type: none"><li>1. A five call allowance applies for each business or residence exchange line, PBX trunk line, Student Centrex line, and DCS line.</li><li>2. A one call allowance applies for each Centrex main station line.</li><li>3. Calls to directory assistance via a local or toll operator are not included in the customer's call allowance and are billed at the appropriate directory assistance per call rate.</li></ol>
B.	If a customer has two or more main telephone exchange service lines, Centrex station lines, or PBX trunk lines terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or trunks involved.

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**5. Exchange Service**  
**5.7 Directory Assistance Service**

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<b>5.7.3 Exemptions</b>	
<b>A.</b>	Directly dialed calls to directory assistance are exempt from directory assistance rates and regulations when placed from the following locations.
<b>1.</b>	A registered residential main telephone exchange line, where a user because of a functional disability is unable to obtain telephone numbers from a directory or from a registered business main telephone exchange line of a handicapped user where assistance is otherwise not available. A business or residence main lines may be registered for exemption with the Telephone Company in instances where one of the users of the line is considered to be functionally disabled. This includes but is not limited to the legally blind, sight impaired (e.g., those who have difficulty reading small print) or visually or physically handicapped as defined by The Federal Register, Volume 35 No. 126.
<b>B.</b>	Calling cards will be issued to handicapped users for who have registered their own main telephone exchange lines for their own use at locations where a telephone line is not otherwise exempt from directory assistance charges.
<b>C.</b>	Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line will also be exempt.
<b>D.</b>	Basic exchange service S&E charges do not apply to a request for exemption.

Verizon New England Inc.

## 5. Exchange Service

### 5.8 Busy Line Verification and Busy Line Interrupt Service

(N)

5.8.1	Description
A.	Busy line verification and busy line interrupt which are provided where and to the extent that facilities permit, are furnished for customers requesting line status verification or interrupt of a specific exchange access line within the same LATA.
1.	The provision of busy line verification involves an operator determining the status of an exchange access line at the request of the customer.
2.	The provision of busy line interrupt involves a Telephone Company operator interrupting a conversation in progress to notify individuals on the call that another caller is attempting to contact the line.
B.	When busy line verification and busy line interrupt is requested for multi-party service lines, no assurance is given the line verified or interrupted is that of the called party.
C.	Charges for verification and interruption may be billed to a third number or calling card.

5.8.2	Responsibility of the Customer
A.	<b>Liability</b> —The customer shall indemnify and save the Telephone Company harmless against all claims that may arise from either party of the uninterrupted call.

5.8.3	Application of Rates and Charges
A.	Busy line verification and busy line interrupt charges are not applicable to calls placed from police and fire departments.
B.	<b>Busy Line Verification</b>
1.	The charge does not apply when verification indicates a trouble status on the line requiring repair of the Telephone Company equipment or facilities.
2.	The charge applies each time the operator verifies a called line..
C.	<b>Busy Line Interrupt</b>
1.	The charge applies each time the operator interrupts the conversation in progress on a called line. The charge applies even though one or the other parties interrupted refuses to terminate the conversation in progress.
2.	If an operator verifies the status of the line and interrupts the conversation on the same request, only the busy line interrupt charge applies.
D.	<b>Other Charges</b>
1.	If the line verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the operator assistance incremental charge (refer to Section 9) applies in addition to the busy line verification or busy line interrupt charge(s).

(N)



Verizon New England Inc.

**5. Exchange Service**  
**5.8 Busy Line Verification and Busy Line Interrupt Service**

5.8.3 Application of Rates and Charges	
D. (Continued)	
2.	Rates and charges for main telephone exchange service or MTS apply in addition to busy line verification and busy line interrupt charges.

(N)  
(N)

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5.       Exchange Service  
5.8       Reserved for Future Use

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5.8.2	Reserved for Future Use
A.	

## 5. Exchange Service

### 5.9 Employee Telephone Service

5.9.1	Description
A.	Employee telephone classification is available to employees of the Telephone Company at their residence for the use of the employee and the employee's immediate family.
1.	Under this service, the following services or items are available.
a.	Custom Calling
b.	IntraLATA MTS
c.	InterLATA MTS—Only for employees retired prior to January 1, 1984
d.	Message units or local usage
e.	Residence main telephone exchange service at normal residence
f.	Touch Tone Calling
B.	<b>Classification of Service</b>
1.	<b>Class A</b>
a.	Active employees having 30 or more years Bell System service
b.	Employees retired under the employee benefit plan
c.	Employees declared eligible because of their job requirements
d.	Active and retired directors of the Telephone Company
2.	<b>Class B</b>
a.	Employees with six months or more Bell system service who are not eligible for Class A service
b.	Agents and employees of agents retired on special pensions or on agency retirement allowances

5.9.2	Application of Rates and Charges
A.	Class A service is available at 100% concession.
B.	Class B service is available at 50% concession.
C.	End user access, if applicable, is provided to all active and retired employees at 100% concession.
D.	Any item of service not provided for in the regulations contained herein may be furnished to any employee at the regulations, rates and charges specified elsewhere in this tariff.

## 5. Exchange Service

### 5.10 National-411 (N-411) Service

5.10.1 Description	
A.	N-411 is provided to customers requesting information on listings outside the state of New Hampshire.
1.	N-411 service is furnished subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Telephone Company may designate.
B.	A maximum of two requests for listings (N-411 or directory assistance) will be allowed per call.
C.	A call to N-411 is considered completed whether or not the number(s) requested are available from Telephone Company records, or the information requested is not normally provided such as nondirectory listed or nonpublished service telephone numbers or not found.
D.	N-411 is available only on a direct dialed basis and may not be alternately billed.
E.	N-411 is not available from the following services.
1.	Dormitory Communications Service (DCS) lines
2.	Toll denied or restricted lines
3.	Hotel/motel and hospital toll access trunk lines that are routed to special operator equipped locations
4.	Public Access Smart-pay Lines (PASL)
5.	Public Access Lines (PAL)

5.10.2 Liability	
A.	The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Telephone Company harmless against all claims that may arise from the use of such information.

5.10.3 Application of Rates and Charges	
A.	A charge applies for each directly dialed and completed N-411 call. There is no allowance on charges for N-411 calls.
B.	A customer request for both an N-411 listing and a New Hampshire listing on the same call will incur only the N-411 charge.
C.	<b>Exemptions</b> —Charges for N-411 are not applicable to calls from customers who have registered with the Telephone Company as being unable to use telephone directories because of visual or physical handicaps.

Verizon New England Inc.

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**6. Local Calling Areas and Other Exchange Services**  
**6.1 Local Service Areas**

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The rates and charges for services explained herein are contained in Part M, Section 1.6.

6.1.1 Extended Local Service	
A.	Extended local service is an arrangement provided on a non-optional basis whereby the local service area of an exchange is enlarged by combining it with one or more additional exchanges in order to eliminate toll charges. It is established either following a poll in which a majority of the voting customers involved agreed to accept exchange reclassification based upon the most recent annual study period, or at the option of the Telephone Company if the customers would not be involved in exchange reclassification.
B.	The local area of each exchange or locality includes all the central offices and localities of the exchange. The local service areas of the exchanges and localities are shown in Exhibit 6.1.1-1.  1. For municipalities served by more than one exchange or locality refer to Municipal Calling.
C.	Independent telephone companies and their operating territories/exchanges are identified in Section 5.

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

6.1.1 Extended Local Service		
Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality		
Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Alstead	Bellows Falls VT, Charlestown, Claremont, Keene, Marlow, Newport, North Walpole Locality, Walpole, Westminster VT Locality	
Ashland	Bristol, Center Harbor, Center Sandwich, Meredith, Plymouth	
Barrington	Center Barnstead (IC), Dover, Durham, Northwood, Rochester	Eliot ME Locality, South Lebanon ME Locality
Bartlett	Bretton Woods (IC), Campton, Conway, Jackson, North Conway, North Woodstock, Twin Mountain	
Bedford	Goffstown, Manchester, Merrimack, Milford, New Boston	
Belmont	Canterbury, Gilmanton Iron Works (IC), Laconia, Pittsfield, Tilton	
Berlin	Gorham, Milan	
Bethlehem	Franconia, Littleton, North Woodstock, Twin Mountain, Whitefield	
Bristol	Ashland, Canaan, Danbury, Franklin, Laconia, Meredith, Plymouth, Rumney, Tilton	
Campton	Bartlett, Center Sandwich, Conway, North Woodstock, Plymouth, Rumney, Warren	
Canaan	Bristol, Danbury, Enfield, Lyme, Rumney, Sunapee	
Candia	Chester, Deerfield, Manchester, Raymond, Suncook	Derry

Verizon New England Inc.


**6. Local Calling Areas and Other Exchange Services****6.1 Local Service Areas****6.1.1 Extended Local Service**

**Exhibit 6.1.1-1**  
**Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality**

Exchange or Locality	Measured Service – 4E Call Area A Exchange or Locality	Call Area B
Canterbury	Belmont, Boscawen (IC), Chichester (IC), Concord, Franklin, Penacook, Pittsfield, Tilton	
Center Harbor	Ashland, Center Sandwich, Laconia, Melvin Village (IC), Meredith, Wolfeboro	
Center Ossipee	Center Sandwich, Conway, Madison, Melvin Village (IC), Sanbornville, Tamworth, Wolfeboro	
Center Sandwich	Ashland, Campton, Center Harbor, Center Ossipee, Conway, Melvin Village (IC), Plymouth, Tamworth	Meredith
Charlestown	Alstead, Claremont, North Walpole Locality	
Claremont	Alstead, Charlestown, Meriden (IC), Newport, Plainfield Locality, Weathersfield VT Locality, Windsor VT	
Colebrook	Bloomfield VT Locality, Dixville Notch (IC), Groveton, Lemington VT Locality, North Stratford, West Stewartstown	Canaan VT Locality, Pittsburg
Concord	Canterbury, Chichester (IC), Contoocook (IC), Dunbarton (IC), Epsom, Penacook, Suncook	Boscawen (IC), Deerfield, Northwood, Pittsfield
Conway	Bartlett, Campton, Center Ossipee, Center Sandwich, East Conway (IC), Madison, North Conway, Tamworth	Jackson

(C)

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J. Michael Hickey  
President-NH

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

6.1.1 Extended Local Service		
Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality		
Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Danbury	Andover (IC), Bristol, Canaan, Franklin, New London (IC), Sunapee	
Deerfield	Candia, Epping, Epsom, Northwood, Raymond, Suncook	Concord, Manchester
Derry	Chester (IC), Hampstead, Manchester, Merrimack, Nashua, Salem	Candia, Plaistow
Dover	Barrington, Berwick ME Locality, Durham, Eliot ME Locality, Portsmouth, Rochester, Somersworth, South Berwick ME	Newmarket, South Lebanon ME Locality
Dublin	Harrisville, Jaffrey, Marlborough, Peterborough	Keene
Durham	Barrington, Dover, Epping, Newmarket, Northwood, Portsmouth	Eliot ME Locality
Enfield	Canaan, Hanover, Lebanon, Lyme, Newport, Sunapee	
Epping	Deerfield, Durham, Exeter, Kingston, Newmarket, Northwood, Raymond	
Epsom	Chichester (IC), Deerfield, Concord, Northwood, Pittsfield, Suncook	
Errol	Dixville Notch (IC), Milan, Wilson's Mills ME Locality	
Exeter	Epping, Hampton, Kingston, Newmarket, Portsmouth, Rye Beach, South Hampton Locality	Raymond



Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

#### 6.1.1 Extended Local Service

##### Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality

Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Farmington	Milton, Milton Mills, New Durham (IC), Rochester	
Fitzwilliam	Jaffrey, Rindge, Troy, Winchendon MA, Winchester	Keene
Franconia	Bethlehem, Lisbon, Littleton, North Woodstock, Twin Mountain, Woodsville	
Franklin	Andover (IC), Boscawen (IC), Bristol, Canterbury, Danbury, Salisbury (IC), Tilton	Laconia
Goffstown	Bedford, Dunbarton IC), Manchester, New Boston, Suncook, Weare (IC)	
Gorham	Berlin, Bretton Woods (IC), Chatham (IC), Jackson, Jefferson	
Greenfield	Antrim (IC), Hancock, Hillsboro (IC), New Boston, Peterborough, Weare (IC), Wilton (IC)	
Greenville	Milford, Peterborough, Rindge, Wilton (IC)	
Groveton	Bloomfield VT Locality, Colebrook, Guildhall VT Locality, Lancaster, Maidstone VT Locality, Milan, North Stratford	
Hampstead	Chester (IC), Derry, Haverhill MA, Plaistow, Salem	
Hampton	Exeter, Rye Beach, Seabrook, South Hampton Locality	

Verizon New England Inc.

**6. Local Calling Areas and Other Exchange Services****6.1 Local Service Areas**

<b>6.1.1 Extended Local Service</b>		
<b>Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality</b>		
<b>Exchange or Locality</b>	<b>Measured Service – 4E Call Area A Exchange or Locality</b>	<b>Call Area B</b>
Hancock	Antrim (IC), Greenfield, Harrisville, Marlow, Peterborough, Sullivan	
Hanover	Enfield, Lebanon, Lyme, Norwich VT Locality, Thetford VT Locality, West Lebanon Locality, White River Junction VT	Plainfield Locality
Harrisville	Dublin, Hancock, Keene, Marlborough, Peterborough, Sullivan	
Hinsdale	Brattleboro VT, Spofford, West Chesterfield Locality, Winchester	
Jackson	Bartlett, Chatham (IC), Gorham, North Conway	Conway
Jaffrey	Fitzwilliam, Dublin, Marlborough, Peterborough, Rindge, Troy	
Jefferson	Gorham, Lancaster, Twin Mountain, Whitefield	Guildhall VT Locality
Keene	Alstead, Marlborough, Marlow, Spofford, Sullivan, Troy, Walpole, Westmoreland, Winchester	Dublin, Fitzwilliam, Harrisville, West Chesterfield Locality
Kingston	Chester (IC), Epping, Exeter, Plaistow, Raymond, South Hampton Locality	Haverhill MA
Laconia	Alton (IC), Belmont, Bristol, Center Harbor, Gilmanton Iron Works (IC), Meredith, Tilton, Wolfeboro	Franklin
Lancaster	Guildhall VT Locality, Jefferson, Lunenburg VT, Whitefield, Groveton	Maidstone VT Locality

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Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

6.1.1 Extended Local Service		
Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality		
Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Lebanon	Enfield, Hanover, Meriden (IC), Newport, West Lebanon Locality	Norwich VT Locality, White River Junction VT, Plainfield Locality
Lisbon	Franconia, Littleton, Monroe, Woodsville	
Littleton	Bethlehem, Franconia, Lisbon, Monroe, Whitefield	Twin Mountain
Lyme	Canaan, Enfield, Fairlee VT, Hanover, Norwich VT Locality, Orford Locality, Rumney, Thetford VT Locality, Warren	
Madison	Center Ossipee, Conway, Tamworth	
Manchester	Bedford, Candia, Chester (IC), Derry, Goffstown, Merrimack, Suncook	Deerfield, New Boston, Weare (IC)
Marlborough	Dublin, Harrisville, Jaffrey, Keene, Sullivan, Troy	
Marlow	Antrim (IC), Alstead, Hancock, Hillsboro Upper Village (IC), Keene, Newport, Sullivan, Washington (IC)	
Meredith	Ashland, Bristol, Center Harbor, Laconia, Tilton	Center Sandwich, Plymouth
Merrimack	Bedford, Derry, Manchester, Milford, Nashua	
Milan	Berlin, Errol, Groveton	Wilson's Mills ME Locality
Milford	Bedford, Greenville, Hollis (IC), Merrimack, Nashua, New Boston, Wilton (IC)	

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

#### 6.1.1 Extended Local Service

##### Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality

Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Milton	Farmington, Milton Mills, Rochester, South Lebanon ME Locality, West Lebanon ME Locality	Acton ME Locality
Milton Mills	Acton ME Locality, Farmington, Milton, New Durham (IC), Sanbornville, West Lebanon ME Locality, Wolfeboro	
Monroe Locality	Barnet VT, Lisbon, Littleton, St. Johnsbury VT, Woodsville	
Nashua	Derry, Hollis (IC), Merrimack, Milford, Pelham, Salem, Tyngsboro MA	
New Boston	Bedford, Goffstown, Greenfield, Milford, Weare (IC), Wilton (IC)	Manchester
Newmarket	Durham, Epping, Exeter, Portsmouth	Dover, Eliot ME Locality
Newport	Alstead, Bradford (IC), Claremont, Enfield, Lebanon, Marlow, Meriden (IC), Sunapee, Washington (IC)	
North Conway	Bartlett, Chatham (IC), Conway, East Conway (IC), Jackson	
North Stratford	Bloomfield VT Locality, Colebrook, Groveton, Maidstone VT Locality	Lemington VT Locality
North Walpole Locality	Alstead, Bellows Falls VT, Charlestown, Walpole, Westminster VT Locality	
North Woodstock	Bartlett, Bethlehem, Campton, Franconia, Pike, Twin Mountain, Warren, Woodsville	

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

6.1.1 Extended Local Service		
Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality		
Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Northwood	Barrington, Center Barnstead (IC), Deerfield, Durham, Epping, Epsom, Pittsfield	Concord
Orford Locality	Bradford VT, Fairlee VT, Lyme, Piermont Locality, Rumney, Warren	Thetford VT Locality
Pelham	Lowell MA, Nashua, Salem	
Penacook	Boscawen (IC), Canterbury, Concord, Contoocook (IC), Salisbury (IC)	
Peterborough	Dublin, Greenfield, Greenville, Hancock, Harrisville, Jaffrey, Rindge, Wilton (IC)	
Piermont Locality	Bradford VT, Newbury VT, Orford Locality, Pike, Warren	East Corinth VT (IC), Fairlee VT
Pike	North Woodstock, Piermont, Warrens, Wells River VT Locality, Woodsville	
Pittsburg	Canaan VT Locality, West Stewartstown	Colebrook
Pittsfield	Belmont, Canterbury, Center Barnstead (IC), Chichester (IC), Epsom, Gilmanton Iron Works (IC), Northwood	Barnstead (IC), Concord
Plainfield Locality	Claremont, Meriden (IC), West Lebanon, Windsor VT	Reading VT, Weathersfield VT Locality, Hanover, Lebanon
Plaistow	Chester (IC), Hampstead, Haverhill MA, Kingston, South Hampton Locality	Derry, Salem

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

#### 6.1.1 Extended Local Service

##### Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality

Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Plymouth	Ashland, Bristol, Campton, Center Sandwich, Rumney	Meredith
Portsmouth	Dover, Durham, Exeter, Kittery ME Locality, Newmarket, Rye Beach	York ME
Raymond	Candia, Chester (IC), Deerfield, Epping, Kingston	Exeter
Rindge	Fitzwilliam, Greenville, Jaffrey, Peterborough, Winchendon MA	
Rochester	Barnstead (IC), Barrington, Berwick ME Locality, Center Barnstead (IC), Dover, Farmington, Milton, New Durham (IC), Somersworth, South Lebanon ME Locality, West Lebanon ME Locality	Eliot ME Locality
Rumney	Bristol, Campton, Canaan, Lyme, Orford Locality, Plymouth, Warren	
Rye Beach	Exeter, Hampton, Portsmouth	Kittery ME Locality
Salem	Derry, Hampstead, Lawrence MA, Nashua, Pelham	Plaistow
Sanbornville	Acton ME Locality, Center Ossipee, Milton Mills, Wolfeboro	
Seabrook	Hampton, Newburyport MA, South Hampton Locality	
Somersworth	Berwick ME Locality, Dover, Rochester, South Berwick ME	Eliot ME Locality, South Lebanon ME Locality
South Hampton Locality	Amesbury MA, Exeter, Hampton, Kingston, Plaistow, Seabrook	
Spofford	Hinsdale, Keene, West Chesterfield Locality, Westmoreland, Winchester	Brattleboro VT

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

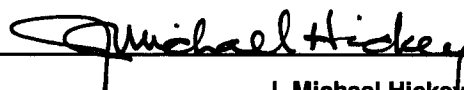
### 6.1 Local Service Areas

6.1.1 Extended Local Service		
Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality		
Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
Sullivan	Hancock, Harrisville, Keene, Marlborough, Marlow	
Sunapee	Bradford (IC), Canaan, Danbury, Enfield, New London (IC), Newport, Sutton (IC)	
Suncook	Candia, Concord, Deerfield, Dunbarton (IC), Epsom, Goffstown, Manchester	
Tamworth	Center Ossipee, Center Sandwich, Conway, Madison	
Tilton	Belmont, Bristol, Canterbury, Franklin, Laconia, Meredith	
Troy	Fitzwilliam, Jaffrey, Keene, Marlborough, Winchester	
Twin Mountain	Bartlett, Bethlehem, Bretton Woods (IC), Franconia, Jefferson, North Woodstock, Whitefield	Littleton
Walpole	Alstead, Bellows Falls VT, Keene, North Walpole Locality, Westminster VT Locality, Westmoreland	
Warren	Campton, Lyme, Orford Locality, North Woodstock, Piermont, Pike, Rumney	
West Chesterfield Locality	Brattleboro VT, Hinsdale, Spofford, Westmoreland	Jacksonville VT, Keene, Newfane VT, Putney VT, Williamsville VT, Wilmington

(C)

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J. Michael Hickey  
President-NH

Verizon New England Inc.

## 6. Local Calling Areas and Other Exchange Services

### 6.1 Local Service Areas

6.1.1 Extended Local Service		
Exhibit 6.1.1-1 Additional Exchange, Zone and Locality Areas Included in the Local Service Area by Exchange or Locality		
Exchange or Locality	Measured Service - 4E Call Area A Exchange or Locality	Call Area B
West Lebanon Locality	Hanover, Lebanon, Meriden (IC), Norwich VT Locality, Plainfield, White River Junction VT	South Royalton VT, Woodstock VT
Westmoreland	Brattleboro VT, Keene, Spofford, Walpole, West Chesterfield Locality	
West Stewartstown	Canaan VT Locality, Colebrook, Lemington VT Locality, Pittsburg	
Whitefield	Bethlehem, Jefferson, Lancaster, Littleton, Twin Mountain	Guildhall VT Locality
Winchester	Fitzwilliam, Hinsdale, Keene, Spofford, Troy, Northfield MA	
Wolfeboro	Alton (IC), Center Harbor, Center Ossipee, Laconia, Melvin Village (IC), Milton Mills, New Durham (IC), Sanbornville	
Woodsville	Franconia, Groton VT (IC), Lisbon, Monroe, North Woodstock, Pike, Wells River VT Locality, West Newbury VT (IC)	



## 7. Auxiliary Exchange Services

### 7.1 Custom Calling Service

Rates and charges for services explained herein are contained in Part M, Section 1.7.

7.1.1	Description	
	Following are features which comprise Custom Calling.	
A.	<b>Call Waiting</b> signals a customer talking on the line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.	
B.	<b>Talking Call Waiting</b> signals a customer talking on the line that another call has been placed to the line via a special tone and then announces the name associated in the Telephone Company's records with the line from which the call originates. If the incoming call is marked Private or no Directory Number was received via the database query, the call will be announced as "Private Number" or "Unavailable Number". The person who the customer is speaking with will not hear the signal or the name of the second caller. The customer may answer the second call and alternate between the calls by manipulating the switchhook. No customer provided equipment is required. Subscription to Call Waiting is required with this feature.	(N)
C.	<b>Call Forwarding</b> permits a customer to forward all incoming calls to another preselected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during Call Forwarding calls.	(N)
D.	<b>Call Forwarding Busy Line</b> provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy. When Call Forwarding Busy Line Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line service calls.	(T)
E.	<b>Call Forwarding Don't Answer</b> provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number does not answer within a predetermined number of rings. When Call Forwarding Don't Answer Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Don't Answer service calls.	(T)
F.	<b>Call Forwarding Busy Line Don't Answer</b> provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a predetermined number of rings. When Call Forwarding Busy Line Don't Answer Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line Don't Answer service calls.	(T)

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.1 Custom Calling Service

7.1.1	Description	
G.	<b>Three-Way Calling</b> enables a customer to establish a talking connection involving the customer and two other parties. The customer, by switchhook operation, is able to place an existing call on hold and dial the telephone number of a third-party. No assurance can be given that transmission will be fully satisfactory during Three-Way Calling calls.	(T)(X)
H.	<b>Usage Three-Way Calling</b> allows customers to use Three-Way Calling on a per activation basis.	(T)(X)
I.	<b>Speed Dialing 8 Codes</b> allows a customer to call a predesignated seven or ten-digit telephone number by dialing a one-digit code. A maximum of eight predesignated telephone numbers can be stored.	(T)
J.	<b>Speed Dialing 30 Codes</b> allows a customer to call a predesignated seven or ten-digit telephone number by dialing a two-digit code. A maximum of 30 predesignated telephone numbers can be stored.	(T)

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J. Michael Hickey  
President-NH

Verizon New England Inc.

7. Auxiliary Exchange Services  
7.1 Custom Calling Service

7.1.2 Regulations	
A.	Custom Calling services are available to one-party residence or business customers served by suitably equipped central offices to the extent that existing facilities are available.
B.	One or more Custom Calling service (except Call Forwarding Busy Line/Don't Answer) may be ordered for a 14 day demonstration period. The period begins the day following the date on which the service is established.
1.	In the event that the 14th day of the demonstration period is a Saturday, Sunday or holiday, the demonstration period is extended through the next regular business day.
2.	If during the demonstration period, the customer requests that all Custom Calling services be discontinued, neither the monthly rates nor the one time charge, if appropriate applies. If the customer retains one or more of the services beyond the 14 day demonstration period, the monthly rate for each service retained applies from the date the service was initially established.
3.	One 14 day demonstration period is offered per service per customer.

7.1.3 Application of Rates and Charges	
A.	A one time charge applies when Custom Calling services are requested subsequent to the installation of a network access line.
1.	The one time charge does not apply if one or more Custom Calling services is ordered during the period when the serving central office is being converted to an ESS office.
2.	The one time charge does not apply if Talking Call Waiting is the only feature being ordered. (N)
3.	For Call Forwarding Busy Line/Don't Answer, a one time charge applies to change the number to which calls are forwarded. (T)
B.	For Call Forwarding, when a call is forwarded, an additional charge may apply. The charge is determined in accordance with the class of service furnished the customer.
C.	For Call Forwarding Busy Line/Don't Answer, when a call is forwarded to a telephone number served by a different central office control group, an additional charge may apply. This charge is determined in accordance with the class of service furnished to the customer.
D.	<b>Custom Calling Service Package</b> — When three or more services are provided on the same line, excluding Talking Call Waiting, a discount will apply to each service excluding the first one for residence or business monthly rates. (C)
1.	The service package applies to Call Waiting, Call Forwarding, Three-Way Calling, and Speed Dialing 8 and 30 Codes. (C)
2.	A service package combination consisting of Call Forwarding, Speed Dialing 8, and Speed Dialing 30 is not available to residence customers.

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J. Michael Hickey  
President-NH

Verizon New England Inc.

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**7. Auxiliary Exchange Services**  
**7.2 Touch Tone Calling**

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7.2.1	Description
A.	Touch tone calling which is furnished subject to the availability of the central office facilities, allows calls to be originated from instruments equipped for tone-type address signaling over special central office facilities. Touch tone calling is a basic feature of Centrex services and exchange services.
B.	Telephones equipped for tone-type can only be associated with, or have access to, lines equipped for this service or with lines equipped for key pulsing or pushbutton dialing services.

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.3 Remote Call Forwarding

(T)

7.3.1	Description	
A.	Remote Call Forwarding provides automatic forwarding of all incoming calls placed to a seven-digit Remote Call Forwarding number to a terminating telephone number in the same or a different exchange. This service is available only in exchanges served by suitably equipped electronic (ESS) central offices, to the extent that existing facilities are available.	(T)
1.	The terminating telephone service may be local exchange service, Dedicated Toll Free Service (DTFS), or foreign exchange service; it may not be PAL or PASL service.	
B.	This service is furnished upon condition that the customer subscribed to adequate Remote Call Forwarding and terminating facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone services.	(T)
1.	If in the opinion of the Telephone Company additional Remote Call Forwarding service or terminating facilities are needed, the customer must subscribe to additional service or facilities. If the customer refuses to subscribe to adequate Remote Call Forwarding or terminating facilities, the Remote Call Forwarding service is subject to termination.	(T)
C.	The Telephone Company does not provide identification of the originating telephone number to the Remote Call Forwarding customer.	(T)
D.	No assurance can be given that transmission will be fully satisfactory during operation of Remote Call Forwarding.	(T)

7.3.2	Application of Rates and Charges	
A.	<b>Message Charges</b>	
1.	Between the calling party and the Remote Call Forwarding number the calling party is charged the appropriate message toll rate or message unit rate or local usage charge.	(T)
2.	Between the Remote Call Forwarding number and the terminating telephone number the Remote Call Forwarding customer is charged the directly dialed station-to-station message toll rate or the business local usage charges as applicable. These charges apply for person-to-person and collect calls made to a Remote Call Forwarding number even though such calls might not be accepted at the answering location.	(T)
a.	If the terminating service is DTFS, DTFS usage rates apply.	(T)
B.	Monthly rates and S&E charges apply in addition to the rates and charges for the terminating service and equipment.	

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**7. Auxiliary Exchange Services**  
**7.4 Special Reversed Charge Toll Service**

7.4.1	Description
A.	Special reversed charge toll is an arrangement that provides for customer's patrons to call a special telephone number in their exchange and be connected to the customer without having to place the call on a collect basis.
B.	The customer selects the exchanges in which this service is furnished, subject to the approval of the Telephone Company. The Telephone Company assigns a special telephone number in the exchange for special reversed charge toll. Calls to the special telephone number are accepted if originated in the exchange with which the special number is associated, and the customer assumes the charges for all calls to the special number.

7.4.2	Regulations
A.	One directory listing in the alphabetical section of the directory is provided with this service.
B.	The minimum service period is three months.

7.4.3	Application of Rates and Charges
A.	The special reversed charge toll customer is charged the appropriate operator station-to-station Message Telecommunications Service (MTS) rate for each completed call.
B.	In addition to the monthly rate, the S&E charge applies for each exchange selected when service is established or when at the request of the customer, a change is made in the special reversed charge toll number to which calls can be connected.

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**7. Auxiliary Exchange Services**  
**7.5 Line Hunting Service**

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7.5.1	Description
A.	Line hunting which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

7.5.2	Application of Rates and Charges
A.	S&E charges apply per group arranged at the same time to establish or interrupt a line hunting arrangement; however, they do not apply if line hunting is installed at the same time as the associated line.

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## 7. Auxiliary Exchange Services

### 7.6 Referral Services

(C)

7.6.1	Description	
A.	<b>Basic Referral Service</b> which is provided subject to the availability of suitable central office facilities, is an arrangement that intercepts incoming calls to a customer's telephone number and refers the calls to another telephone number.	(T)
1.	The basic referral period for a customer-initiated number change is thirty (30) days.	(N)
B.	<b>Extended Referral Service</b> is an optional intercept service for business customers that provides for the continued referral of a disconnected, suspended or changed number beyond the minimum basic referral period. Extended Referral Service uses a recorded announcement to give a caller the number's status and a referral number.	
1.	Extended Referral Service is provided on individual line business services and the main lines for Centrex, Intellipath, Flexpath, PBX and Direct Inward Dialing (DID) Services.	
2.	Extended Referral Service is provided where facilities and numbers are available.	
3.	The minimum period is two months and the maximum is eleven months, starting after the expiration of the basic referral period in 7.6.1A.	
4.	The request for Extended Referral Service must be placed at the same time as a request for the disconnection, suspension or telephone number change.	
5.	Changes to the initial Extended Referral Service intercept announcement are not permitted once an order has been processed. Extension of the referral period is likewise not permitted once an order has been processed. However, a customer may request early termination of the referral period prior to the originally agreed upon termination date. No credit applies for early termination.	(N)

7.6.2	Application of Rates and Charges	
A.	S&E charges apply per line arranged for Basic Referral Service.	(T)
B.	Applicable charges for Extended Referral Service will be billed in advance as a one-time charge. The one-time charge equals the applicable monthly rate times the number of months or fraction thereof that the customer requests be included in their Extended Referral Service period. Extended Referral Service is subject to a two-month minimum charge.	(N)
		(N)
		(N)
		(N)



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**7. Auxiliary Exchange Services**  
**7.7 Stop Hunt Arrangement**

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7.7.1	Description
A.	This arrangement which is provided subject to the availability of suitable central office facilities limits incoming calls to a specified number of consecutive central office trunks or lines.
B.	A Private Line Type 1001 channel serves as a control channel between the customer's premises and the serving central office.
1.	A control key is required at the customer's premises.

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**7. Auxiliary Exchange Services**  
**7.8 Make Busy Arrangement**

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7.8.1 Description	
A.	This arrangement which is provided subject to the availability of suitable central office facilities permits a customer to place a busy condition on one or more central office trunks or lines.
B.	The make busy arrangement cannot be provided on a customer's listed service.
C.	A Private Line Type 1001 channel serves as a control channel between the customer's premises and the serving central office.
1.	A control key is required at the customer's premises.

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## 7. Auxiliary Exchange Services

### 7.9 Curb-A-Charge Service

7.9.1	Description
A.	Curb-A-Charge is offered with one-party main telephone exchange service (except Private Branch Exchange (PBX) trunk lines) in suitably equipped central offices to the extent that existing facilities are available.  1. If a customer's local serving office is not suitably equipped, Curb-A-Charge can be furnished on a foreign exchange or foreign central office service basis, subject to the availability of facilities.
B.	Curb-A-Charge is comprised of originating and/or terminating screening features which are available individually or in any combination.
C.	<b>Originating Number Screening</b>  1. <b>Operator Screening</b> alerts the operator that operator handled calls and operator handled directory assistance calls may not be billed to the originating number. Calls may be placed on a calling card, collect (excluding calls to directory assistance) or charge to a third number basis.  2. <b>Direct Dialed Screening</b> blocks directly dialed toll calls except calls placed to 800 numbers. Directly dialed calls to directory assistance are denied. Toll and directory assistance calls may be placed on an operator handled basis. This feature is offered only in exchanges served by electronic central offices where suitable facilities exist and is not available with Municipal Calling.
D.	<b>Terminating Number Screening</b> alerts operators throughout the country that collect and third number calls cannot be billed to a particular number.
E.	Curb-A-Charge is not available with Public Access Line (PAL) service.

7.9.2	Application of Rates and Charges
A.	One S&E charge applies when one or more Curb-A-Charge services is provided at the same time. It does not apply when one or more Curb-A-Charge feature(s) is provided in conjunction with the installation of the line.
B.	In addition to S&E charges and monthly rates, rates and charges also apply for foreign exchange and foreign central office, when utilized.

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.10 Selective Blocking**

<b>7.10.1 Description</b>	
A.	This arrangement allows customers to prevent use of their telephones for calls placed to information services with a 900 area code provided on either an interstate or intrastate basis. This arrangement recognizes and blocks any attempt to dial a number with a 900 area code.
B.	Selective Blocking is available to one-party residence customers and one-party business customers.
C.	Selective Blocking is provided only from Stored Program Control (SPC) central offices and is provided only when sufficient facilities exist.
D.	Implementation of these arrangements will be by central office as requests are received, so that the service will become available within 30 days of the first customer request in any suitably equipped central office.

<b>7.10.2 Regulations</b>	
A.	A written request from the customer is necessary to change or remove Selective Blocking.
B.	<b>Provision for Other Services</b> <ol style="list-style-type: none"><li>1. Selective Blocking cannot be combined with Curb-A-Charge.</li><li>2. When Selective Blocking is used in conjunction with line hunting service, all lines in the hunt group must be blocked.</li></ol>

<b>7.10.3 Application of Rates and Charges</b>	
A.	Service charges do not apply to the provisioning of Selective Blocking
B.	For selective blocking of Centrex lines, refer to Part H.

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.11 Simplified Message Desk Interface (SMDI)

7.11.1	Description
A.	<p>SMDI which is offered subject to the availability of facilities to both Centrex and business main telephone exchange service customers (except PBX trunk lines), provides facilities for the answering of a client's telephone line at a customer's message desk services center. The message desk service center must subscribe to Centrex or business main telephone exchange service lines (except PBX trunks) equipped with line hunting, central office automatic message link equipment and a data link between the serving central office and the customer's premises.</p> <ol style="list-style-type: none"> <li>1. This permits the customer's clients whose lines are equipped with Call Forwarding to have their messages directed to the message desk service center. The message desk service center receives the following information.               <ol style="list-style-type: none"> <li>a. Called Number</li> <li>b. The type of call forwarding or a direct call indication</li> <li>c. The calling number (available for Centrex only if the call originates within the same Centrex system)</li> <li>d. The message desk terminal numbers</li> </ol> </li> </ol>
B.	<p>The SMDI feature provides the customer with the ability to offer voice store and forward and message desk services. If the facility is a voice store and forward service, the information may be used to activate a recorded announcement, allowing the caller to leave a recorded message, and place and store the message for the called party. If it is a message desk service, this same information may be used by the customer's attendant, who answers the call and provides client specific information to the calling party (i.e., client's name, location, the name of the person accepting the client's calls and whether the line is busy).</p> <ol style="list-style-type: none"> <li>1. SMDI provides the capability for the customer to direct a message waiting indication (audible or visual) to their client's telephone line when calls are forwarded to the message desk. Subscribing clients hear the audible message waiting indication when lifting the receiver or a message waiting indicator lamp is activated and clients know that a message is waiting. The client may call the customer for their message or ignore the tone and place a call.               <ol style="list-style-type: none"> <li>a. Visual message waiting indicator service is available to Centrex customers served by suitably equipped central office facilities. Satisfactory provision of the feature is dependent on the customer's use of customer provided compatible station set hardware.</li> </ol> </li> </ol>

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1st Revised

**7. Auxiliary Exchange Services**  
**7.11 Simplified Message Desk Interface (SMDI)**

<b>7.11.2 Regulations</b>	
<b>A. Responsibility of the Customer</b>	
1.	Customers providing message desk service must have Centrex or exchange service lines equipped with line hunting in the same central office control group where the automatic message link equipment and data link terminates. Customers must have a data link to each central office control group where client lines are resident.
2.	Customers must provide equipment compatible with the modem in the Telephone Company central office in order to transmit and receive the necessary data between the central office and the customer premises.
3.	Customers are responsible for providing message desk equipment on their premises.
4.	The customer and client must be served from the same central office control group.
5.	When the customer utilized the message waiting indication feature, the customer's clients' lines must be programmed to accept the message waiting indication.

<b>7.11.3 Inter Switch Voice Messaging (ISVM)</b>	
<b>A. Inter-Switch Voice Messaging</b>	is an optional enhancement to SMDI subject to the availability of both SMDI and ISVM facilities. Unless otherwise specified herein, the regulations, rates and charges for ISVM apply in addition to the regulations, rates and charges for SMDI.
<b>B.</b>	ISVM utilizes the SS7 network to pass calling and called number information between central offices. With ISVM capability, the customer is not required to obtain a data link to each central office control group where client lines are resident. With ISVM, the customer can provide messaging capability to all end users in a LATA provided those end users reside in central offices that are interconnected via SS7 and are equipped with the required software. ISVM requires SMDI between the customer's equipment and at least one central office.
<b>C. Responsibility of the Telephone Company</b>	
1.	The Telephone Company will determine the central office and transmission facilities to be used to provide service.
2.	Signaling, control and data communication protocols are defined by the Telephone Company, and the Telephone Company retains the right to change these protocols.

(N)

(N)

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.11 Simplified Message Desk Interface (SMDI)**

<b>7.11.3 Inter Switch Voice Messaging (ISVM)</b>	
<b>D. Responsibility of the Customer</b>	
1.	The integrity of the customer's database information is solely the responsibility of the customer.
2.	<b>Unauthorized Use</b> —Customers are not authorized to sell or offer for telemarketing purposes or other unauthorized purposes, a list of telephone numbers acquired or compiled by using this service.
<b>E. Liability</b>	
1.	The Telephone Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
2.	The Telephone Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database.

<b>7.11.4 Application of Rates and Charges</b>	
<b>A. Data Link</b>	A minimum of one data link is required between the serving central office and the customer's premises. Rates and charges applicable for compatible Part B analog private line or Part C digital private line dedicated transmission facilities will apply.
<b>B.</b>	In addition to the feature establishment NRC, appropriate service charges apply.
1.	An S&E charge applies to equip a client's line with the capability to receive the message waiting indication.
<b>C.</b>	In addition to the monthly rate for central office automatic message link equipment, standard rates and charges for business main telephone exchange service or Centrex service apply as appropriate.

(C)  
(C)

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.12 Distinctive Ring Service

7.12.1	Description
A.	Distinctive Ring enables a customer to have up to three separate telephone numbers (one main telephone number and two additional telephone numbers) associated with one exchange access line. Each telephone number has a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive Call Waiting tone for each additional telephone number is provided to customers also subscribing to Call Waiting.
B.	Distinctive Ring is available to one-party residence or business main telephone exchange service customers served by a suitably equipped central office subject to the availability of facilities.
C.	Distinctive Ring is not offered with PBX trunk service, lines equipped with hunting arrangements, access lines terminating in customer premises switching equipment, foreign exchange and foreign central office services.
D.	Distinctive Ring is offered as follows. <ol style="list-style-type: none"> <li data-bbox="253 926 1406 978">1. <b>Package I</b>—Consisting of one additional telephone number associated with a single line.</li> <li data-bbox="253 999 1406 1052">2. <b>Package II</b>—Consisting of two additional telephone number associated with a single line.</li> </ol>
E.	All telephone numbers associated with an exchange access line equipped with Distinctive Ring must be served by the same central office.
F.	Distinctive Ring may not be compatible with some types of customer provided telephone equipment.

7.12.2	Regulations
A.	<b>Provisions for Other Services</b> <ol style="list-style-type: none"> <li data-bbox="253 1367 1406 1503">1. <b>Call Waiting and Call Forwarding</b> services which are provided on the customer's main telephone number also are provided automatically on additional numbers. When establishing Distinctive Ring, Call Forwarding customers must choose one of the following arrangements.               <ol style="list-style-type: none"> <li data-bbox="253 1524 1406 1587">a. Calls to the main telephone number and additional telephone numbers associated with one exchange access line will be forwarded to a single number.</li> <li data-bbox="253 1608 1406 1671">b. Only calls to the main telephone number associated with one exchange access line will be forwarded. Calls to additional telephone numbers will not be forwarded.</li> </ol> </li> <li data-bbox="253 1692 1406 1766">2. <b>Curb-A-Charge</b> service features which are provided on the customer's main telephone number also are provided automatically on additional numbers for Distinctive Ring.</li> </ol>



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**7. Auxiliary Exchange Services**  
**7.12 Distinctive Ring Service**

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**7.12.2 Regulations****A. (Continued)**

3. **Directory Listing**—Distinctive Ring customers are entitled to one directory listing for each additional telephone number. Listings are subject to regulations, rates and charges specified in Section 5. Listing information must be determined when Distinctive Ring is requested. Subsequent changes to listing information will be subject to service charges. Customers with nonpublished or nondirectory listed service on the main telephone number may choose to have additional numbers published or listed in the directory.

**7.12.3 Application of Rates and Charges****A. One Time Charges**

1. A one time charge applies to change Call Forwarding arrangements subsequent to the establishment of Distinctive Ring.
2. The one time charge applies if Distinctive Ring is ordered subsequent to the installation of a network access line. It does not apply if Distinctive Ring is ordered during the 90 day period when the serving central office is being equipped with facilities to provide the service.
3. The one time charge applies to change from Package I to Package II subsequent to the establishment of a network access line.

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.13 PHONESMART® Service

7.13.1	Description	
A.	<p>Phonesmart consists of a set of call management features which utilize the network's ability to forward the calling party's telephone number between the originating and terminating central offices. Phonesmart depends on the availability of Signaling System 7 (SS7).</p> <ol style="list-style-type: none"> <li>1. <b>Busy Redial</b> automatically monitors and redials the telephone number of the most recent outgoing call. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The following types of calls cannot be automatically redialed.               <ol style="list-style-type: none"> <li>a. Calls to 800 numbers</li> <li>b. Calls to 900 Service numbers</li> <li>c. Calls preceded by an interexchange carrier access code</li> <li>d. Calls made on an International Direct Distance Dialed basis</li> <li>e. Calls to Directory Assistance Service</li> <li>f. Calls to universal emergency number service (911)</li> </ol> </li> <li>2. <b>Caller ID - Number Only</b> provides the originating telephone number, the date and the time of an incoming call in the period between the first and second telephone ring. This information is displayed on a customer provided compatible display device attached to the customer's telephone line. (T)</li> <li>3. <b>Caller ID</b> provides the name and number associated in the Telephone Company's records with the line from which an incoming call originates, including names and numbers associated with nonpublished and nonlisted service. The name and the calling number are displayed on customer provided premises equipment attached to the customer's telephone line. Per call blocking and line blocking will prohibit the display of both name and number. (T)</li> <li>4. <b>Call Trace</b> allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. The Telephone Company's central office equipment records and stores the incoming call message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the Annoyance Call Bureau where call details can be obtained by an appropriate law enforcement agency when the customer files a complaint.</li> </ol>	

Verizon New England Inc.

7. Auxiliary Exchange Services  
7.13 PHONESMART® Service

7.13.1	Description
A.	(Continued)
5.	<p>*69, dependent upon the customer's serving central office, either automatically redials the telephone number of the most recent incoming call or delivers an audible announcement of the telephone number, date, and time of the last incoming call and provides the customer the option of automatically returning the call. If the telephone number of the most recent incoming call is idle, the call completes immediately. If the telephone number is busy, the line of the most recent incoming call is monitored for a maximum of 30 minutes. When the line becomes idle, a distinctive ringing signal alters the subscriber that the call now can be completed. The following types of calls cannot be returned</p> <ul style="list-style-type: none"> <li>a. Calls from PBX station lines</li> <li>b. Calls from DID station lines</li> <li>c. Calls from lines which are equipped with Line Blocking</li> <li>d. Calls from lines which have activated Per Call Blocking</li> </ul> <p>6. <b>Call Waiting ID Deluxe - Number Only</b> provides for an expanded form of Caller ID - Number Only which also allows a customer who is off hook on an existing call to receive Caller ID - Number Only information for a new, incoming call, and to handle the new call either by forwarding to a voice mail system, or by including in conferencing, or by routing to a message announcement, or by drop first/drop last caller option. (T)</p> <ul style="list-style-type: none"> <li>a. The customer must subscribe separately to Call Waiting to take full advantage of this service. Three way calling is optional, depending on the functionality that is desired. The customer is required to purchase customer premises equipment that is capable of displaying Call Waiting ID information, in addition to facilitating disposition options. (T)</li> </ul> <p>7. <b>Call Waiting ID Deluxe</b> is an expanded form of Caller ID which is designed for customers who also subscribe to Call Waiting. This service allows a customer who is off hook on an existing call to receive Caller ID (name and number) information for a new, incoming call, and to handle the new call either by forwarding to a voice mail system, or by including in conferencing, or by routing to a message announcement, or by drop first/drop last caller option. (T)</p> <ul style="list-style-type: none"> <li>a. The customer must subscribe separately to Call Waiting to take full advantage of this service. Three way calling is optional, depending on the functionality that is desired. The customer is required to purchase customer premises equipment that is capable of displaying Caller ID information, in addition to facilitating disposition options. Per call blocking and line blocking will prohibit the display of both name and number. (T)</li> </ul> <p>8. <b>Call Waiting ID</b> provides for an expanded use of Caller ID by allowing a subscriber of Call Waiting to go off hook on an existing call to receive Caller ID information (number only) for a new incoming call. The calling number is displayed on customer provided premises equipment attached to the customer's telephone line. Subscription to Call Waiting is required.</p>

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.13 PHONESMART® Service**

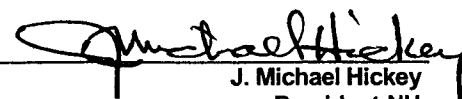
7.13.1	Description
A.	(Continued)
9.	<b>Call Waiting ID With Name</b> provides the same functionality as for Call Waiting ID plus the display of the name associated in the Telephone Company's records with the line from which the call originates, including names associated with nonpublished and nonlisted service. The calling name and number are displayed on customer provided premises equipment attached to the customer's line. Per call blocking and line blocking will prohibit the display of both name and number.
10.	<b>Anonymous Call Rejection</b> allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code.
a.	Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of his/her line and redial the call or elect not to redial the call.
b.	Anonymous Call Rejection is provided automatically to customers subscribing to Caller ID – Number Only, Caller ID, Call Waiting ID With Name, and Call Waiting ID Deluxe. Anonymous Call Rejection initially will be provided in a deactivated state.
11.	<b>Call Intercept (CI)</b> which is furnished subject to the availability of central office facilities, is an optional residential service that is available as an enhancement to Caller ID. CI gives subscribers the ability to request that callers identify themselves, prior to answering calls, even when callers have blocked their numbers or are calling from telephone numbers that do not send name and number information. Subscribers of CI must have Caller ID in order to use this service.
a.	CI allows calls on which an originating telephone number is available to complete in the normal manner.
b.	CI will screen calls on the originating number where they do not present a valid number and/or do not adhere to the North American Telephone Plan. These calls typically show up as "Unavailable", "Out of Area", "Anonymous" or "Private" on the Caller ID display. Calls on which a number is not available will be screened by CI. The CI announcement will be played to callers informing them that the number they are calling has CI and does not accept calls from unidentified numbers. The recording will request that callers record their name and press the pound key or simply stay on the line. At this point, a caller with an override code can enter that code and be immediately connected, or if the caller stays on the line, the call will be processed by CI. If the calling party records a name, CI will ring the called party's number with a distinctive ring and the Caller ID display will show "Call Intercept". When the subscriber answers, CI will identify itself and play the recorded name.
c.	The subscriber then has the option to (1) accept the call, (2) decline the call and play an announcement to the caller, (3) refuse a sales/telemarketing call and transfer the call to a sales screener announcement, (4) send the call to voice mail, or (5) repeat the recording.
d.	If the calling party records a name and the subscriber does not answer the call, the calling party will be connected to the subscriber's answering device (answering machine or voice mail), if available.

(N)

(N)

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Docket No. DT 02-013

  
 J. Michael Hickey  
 President-NH

Verizon New England Inc.

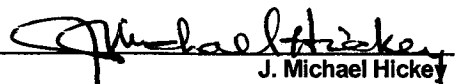
## 7. Auxiliary Exchange Services

### 7.13 PHONESMART® Service

7.13.1 Description		
A.11. (Continued)		
e.	<b>Optional Features</b> – CI offers the following two optional features.	(N)
f.	A PIN override feature for acquaintances who may call from locations not displaying name and number.	
g.	Alternate language capability (Spanish) for subscriber prompts and menu choices.	(N)
B.	Phonesmart is available with all one-party residence and business main telephone exchange service (except PBX trunks, foreign exchange and foreign central office services) and with Centrex services and Universal Emergency Number service 911 in suitably equipped serving central offices where facilities exist. In addition, both the subscriber to the service and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.	(X)
C.	Phonesmart will be offered on a subscription and/or per activation basis only, except for Caller ID offerings (Caller ID – Number Only, Caller ID, Call Waiting ID, Call Waiting ID Deluxe – Number Only, and Call Waiting ID Deluxe) and Call Trace.	
1.	Call Trace is billed on a charge per activation which applies only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to an appropriate law enforcement agency.	
2.	Caller ID – Number Only is only available on a subscription basis.	(X)

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Docket No. DT 02-013

  
J. Michael Hickey  
President-NH

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.13 PHONESMART® Service**

7.13.1	Description	
D.	Per call blocking is an originating option that allows customers to control the disclosure of their directory number and name on a call-by-call basis. When activated, the option precludes the originating customer's telephone name and number (if applicable) from being displayed on the terminating customer's Caller ID - Number Only, Caller ID, Call Waiting ID Deluxe - Number Only and Call Waiting ID Deluxe display device and also prevents *69 from completing a call. Per call blocking does not affect the operation of the other Phonesmart features. Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. Per call blocking is available in suitably equipped central offices to all one-party residence and business main telephone exchange service, except hotel/motel, multi-party residence, PBX trunks, toll access trunk lines and Public Access Line (PAL) service.	(T) (T)
1.	There is no charge associated with per call blocking.	
E.	Line blocking allows customers to automatically block the disclosure of their directory number and name on all originating calls. The option precludes the originating customer's telephone number and name (if applicable) from being displayed on the terminating customer's Caller ID - Number Only, Caller ID, Call Waiting ID Deluxe - Number Only and Call Waiting ID Deluxe display device and also prevents *69 from completing a call. Line blocking does not affect the operation of the other Phonesmart features. Line blocking is available with PASL service, toll access trunk lines and PAL service.	(T) (T)
1.	Line blocking is available on a no charge basis to nonpublished and nondirectory listed customers and to domestic violence agencies, their staff or volunteers, and safehouses.	
F.	Phonesmart is not available when the subscriber completes or receives a call utilizing an interexchange carrier's facilities.	
G.	Satisfactory provision of Phonesmart requires technically compatible customer provided premises equipment.	
1.	Customer premises equipment suitable for display of the calling number in conjunction with Caller ID - Number Only may not be capable of displaying name and number information in conjunction with Caller ID. Display customer premises equipment for Caller ID - Number Only and Caller ID may not be suitable for use with Call Waiting, Call Waiting ID With Name, Call Waiting ID Deluxe - Number Only, or Call Waiting ID Deluxe. A customer purchasing such equipment should check with the vendor to assure that it will operate in conjunction with the particular Telephone Company service(s) that the customer desires.	(T) (T)

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.13 PHONESMART® Service****7.13.2 Regulations**

- |           |   |     |
|-----------|---|-----|
| <b>A.</b> | <b>Liability</b> —The Telephone Company shall not be liable for failure of Phonesmart, for whatever reason, except when due to gross negligence or willful misconduct of the Telephone Company. | (X) |
| <b>B.</b> | Phonesmart Caller ID is not available with ISDN basic service equipped lines.   | (X) |

**7.13.3 Application of Rates and Charges**

- |           |  |            |
|-----------|--|------------|
| <b>A.</b> | Phonesmart rates and charges are in addition to all other applicable rates and charges for the associated one-party residence and business main telephone exchange service, Centrex services and other associated services.  |            |
| <b>B.</b> | <b>One Time Charge-Business Customer</b>   |            |
| 1.        | A one time charge applies when any Phonesmart feature is ordered subsequent to installation of a network access line. It does not apply if one or more features are ordered during the 90 day period when the serving central office is first equipped with facilities to provide the service.   |            |
| 2.        | The one time charge does not apply for the first application of line blocking to a customer's line in a new service area for the period of 30 days prior to and up to 60 days following the introduction of Phonesmart in that area.   |            |
| a.        | The one time charge does not apply for the first application of line blocking if requested within 60 days of the installation of a new line. A one time charge applies for any subsequent application of line blocking, unless the customer sends a letter to the Telephone Company requesting line blocking for concerns related to health or safety or the customer has nonpublished service or nondirectory listed service. |            |
| <b>C.</b> | <b>One Time Charge-Residence Customer</b> —A one time charge does not apply to order any Phonesmart feature.   |            |
| <b>D.</b> | *69 and busy redial are available on a monthly charge basis or on a per activation charge basis to customers served by any suitably equipped central office. The activation charge applies each time the feature is successfully activated, regardless as to call completion. Activation charges do not apply when the customer elects *69 and/or repeat dialing on a monthly charge basis.                                    | (T)        |
| <b>E.</b> | Anonymous Call Rejection is provided without charge to customers subscribing to Caller ID - Number Only, Caller ID, Call Waiting ID With Name, and Call Waiting ID Deluxe.   | (T)<br>(T) |

## 7. Auxiliary Exchange Services

### 7.14 CUSTOM REDIRECT Service

7.14.1	Description	
A.	Custom Redirect Service (CRS) enables business customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.	
B.	CRS offers three options per group with the basic service. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a CRS optional feature as described herein.	(C) (C)
C.	<b>Standard Features</b> <ol style="list-style-type: none"> <li data-bbox="245 873 1417 905">1. <b>Equipped Number</b>—is the subscriber's called telephone number that has CRS.</li> <li data-bbox="245 915 1417 1136">2. <b>Group</b>—is the collection of equipped telephone numbers that will be redirected in the same way, at the same time. If the customer requests redirection then all telephone numbers within that group will be redirected. Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all options, the telephone number that the calls are redirected to may be different.</li> <li data-bbox="245 1146 1417 1356">3. <b>Option Column</b>—is a table of telephone numbers that are treated the same. CRS has three option columns per group with the basic service. Up to six additional option columns may be provisioned as an enhancement. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third option might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers would be redirected to the respective telephone number in option column two.</li> <li data-bbox="245 1367 1417 1457">4. <b>Redirecting telephone number</b>— has no office equipment associated with it and is to be used solely for the purposes of redirecting call traffic from the telephone number dialed to the CRS customer's intended destination.</li> </ol>	(C) (C) (C) (C)



Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.14 CUSTOM REDIRECT Service

7.14.1	Description
C.	(Continued)
5.	<p><b>Modification of Options</b>— When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls. After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.</p>
D.	Optional Features
1.	<p><b>Time-of-Day/Day-of-Week Redirection</b>— allows customers to redirect the customer's calls to another location at predesignated times. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.</p>
2.	<p><b>Percentage Redirection</b>— allows customers to direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose the quantity of locations and the actual percentages, up to ten percentages, to be redirected but the total must always equal 100%. The Percentage Redirection feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.</p>
3.	<p><b>Auto-Attendant Redirecting</b>— As an optional feature, the Telephone Company will load a customer defined Telephone Company-approved pre-recorded message. After incoming callers hear the message, they may be disconnected, or transferred without requiring a response, or the caller may prompted to enter a "1", "2", or "3" on their touch-tone pad. The call will then be redirected to a telephone number that the customer designated for that selection. The customer may select up to three redirect choices for each equipped number. The Auto-Attendant Redirecting feature may be used with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.</p>

(C)

(C)

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.14 CUSTOM REDIRECT Service

7.14.1	Description
D.	(Continued)
4.	<p><b>Number Identification Redirecting</b>— allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed. The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.</p>
a.	Number Identification may not be used to pass the calling party's number to the customer.
5.	<p><b>Single Number Destination Service</b>—This feature allows customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an interexchange carrier of their choice to carry the redirected traffic.</p>
6.	<p><b>Custom Applications</b>—In addition to the optional features offered in this tariff, custom applications to modify the query response may also be provisioned. Custom applications such as the inclusion of a single table or single field manipulation in the call processing record to meet a specific customer's need are available.</p>
E.	<b>Enhanced Features</b>
1.	<p><b>SuperGroups</b>—The customer may organize its groups into SuperGroups. A SuperGroup allows the customer to modify the active option of multiple groups at the same time. For example, if groups 101, 102 and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.</p>
a.	<p>When a group belongs to multiple SuperGroups, the active option defaults to the last option set. Using the example with SuperGroup 001 preceding and an additional SuperGroup 002 which contains groups 103, 104 and 105; if after SuperGroup 001 is set to option 3, and SuperGroup 002 is set to option 2, then group 105's active option would be set to option 2.</p>
2.	<p><b>Alternate Central Office Triggers</b>—The ability to place triggers in central offices, other than the original terminating central office, allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office is out of service, the customer's CRS may be activated, and all calls processing in an office with an alternate central office trigger will be redirected per the current active option at that time.</p>
a.	<p>Allowing triggers to be placed in more than the terminating central office may increase the query volumes processed because a portion of the calls may actually be processed by more than one office. The customer's group charges would reflect the increased query volume.</p>

(N)

(N)

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J. Michael Hickey  
President-NH

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.14 CUSTOM REDIRECT Service**

7.14.1 Description	
F.	<b>Custom Transactions</b> – Occasionally, customers may require a one-time effort related to their CRS. This may include the generation of a special report, out-of-hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. A Custom Transaction Charge will apply to recover costs associated with these special requests.

(N)


(N)

7.14.2 Regulations	
A.	CRS is available where Company facilities permit.
B.	The minimum service period for CRS is twelve months. If CRS is cancelled prior to twelve-months, a termination liability will apply.
C.	CRS may be provisioned with group sizes as small as one.
D.	Each group may have up to three options for the basic rate. 1. In most cases, the first option will be the called number leaving two additional options for the customer to define. 2. Although three options is the standard, up to six additional options may be provisioned for an additional cost.
E.	The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately if there is interference with exchange or toll service.
F.	CRS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

(X)

7.14.3 Responsibility of the Customer	
A.	It is the responsibility of the CRS customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
B.	Charges for calls between the CRS equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the CRS customer.

(X)

  
 J. Michael Hickey  
 President-NH

Verizon New England Inc.

## 7. Auxiliary Exchange Services

### 7.14 CUSTOM REDIRECT Service

7.14.4	Application of Rates and Charges	
<b>A.</b>	<b>Nonrecurring Charges</b>	(T)
1.	<b>Service Establishment</b> —applies to new orders of CRS. If a customer is modifying the existing order, including adding additional numbers or adding a SuperGroup, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.	(C)
2.	<b>Rearrangement Charge</b> —applies to each rearrangement. This is in addition to any normal service order charge. Each change to an equipped number will result in a nonrecurring charge for each equipped number impacted.	(T)
3.	<b>Password Initialization</b> — This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles.	(C)
<b>B.</b>	<b>Standard Features</b>	(C)
1.	<b>Equipped Number Charges</b> —A monthly rate, in addition to a nonrecurring charge, applies for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the group customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number that CRS is installed on.	(C)
2.	<b>Group Charges</b> —A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.	(C)
3.	<b>Redirecting Telephone Numbers</b> — A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning CRS applies.	(T)
<b>C.</b>	<b>Optional Features</b> — Each group may have up to three options for the basic rate, however, up to six additional options may be provisioned for an additional cost.	(C)
1.	<b>Time of Day/Day of week</b> — A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.	(T)
2.	<b>Percentage Redirecting</b> — A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.	(T)
3.	<b>Auto Attendant Redirection</b> — Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.	(T)
4.	<b>Number Identification Redirection</b> — A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.	(T)

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## 7. Auxiliary Exchange Services

### 7.14 CUSTOM REDIRECT Service

7.14.4 Application of Rates and Charges	
C. (Continued)	
5.	<b>Single Number Destination</b> —A nonrecurring charge and monthly rate will apply for each group on which this feature is ordered. (N)
6.	<b>Custom Applications</b> —A nonrecurring charge will apply for the establishment of each custom feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.
D. Enhanced Features	
1.	<b>SuperGroups</b> —A nonrecurring charge will apply for the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.
2.	<b>Alternate Central Office Trigger</b> —A nonrecurring charge will apply for the establishment of this feature and a flat monthly rate will be billed for each central office in which the trigger is placed. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.
E.	<b>Custom Transactions</b> —A nonrecurring charge will be determined on an individual case basis prior to the transaction. (N)
F.	<b>Termination Liability</b> — A twelve-month termination liability will apply. If CRS is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation as long as the total number of CRS equipped telephone numbers has not decreased. (T)
G.	<b>Five Year Contract</b> — Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply. (C)
	(T)